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ABSTRACT

A study of the employment of women in the hotel and catering industry indicated that the industry employs nearly 17 percent of the entire paid female work force in the United Kingdom. Women constitute 75 percent of the industry's work force, and 47 percent of its managers are women. Women's position in the industry is characterized by their disproportionate concentration in part-time and operative level jobs. Even though many of the women studied have had experience at higher levels in other industries, they have not always been able to transfer their skills successfully. College-trained women and men also exhibit different progress in their first years of employment in the industry. The reason for this appears to be a complex blend of traditional sex stereotyping, beliefs about customers' preferences, job seekers' ideas, and managers' beliefs about women's motivations and which sex is appropriate for which job. In the subsidiary sectors of the industry (where the main business is not providing accommodation or food but where these activities take place on the premises--e.g., school meals), women appear relatively more successful. This may reflect their predominance, but it may also reflect the higher incidence of employment policies actively seeking equal opportunities for women. The final chapter describes the Manpower Services Commission's (MSC) Graduate Development Scheme, which was designed to encourage the training and development of women managers in the commercial sectors of the hotel and catering industry. Appendixes include a bibliography of sources, statistical tables, information on women in the United Kingdom's work force, descriptions of the methodologies of the studies reviewed for this report, and brief descriptions of projects being carried out as part of the MSC/Training Board Graduate Development Scheme. (MN)

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HOTEL & CATERING TRAINING BOARD

WOMEN

in the hotel and catering industry

ED281993

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WOMEN IN THE

HOTEL AND CATERING

INDUSTRY

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PREFACE

This report describes the position of women in the hotel and catering industry. It is hoped that the results will stimulate discussion on this issue amongst educationists, employers, training executives and women themselves.

The Board commissioned this study as a result of its involvement in the successful Graduate Development Scheme which made grants available for the development of women managers in the hotel and catering industry.

This report has made extensive use of Hotel and Catering Training Board manpower and careers research data.

Kim E Parish
Research Officer
January 1987

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PART ONE

INTRODUCTION

INTRODUCTION

The hotel and catering industry employs nearly 17 per cent of the entire female UK paid workforce. All indications are that the continued growth of the industry, particularly in part-time jobs, will further add to the 1.7 million women already employed in the industry.

Women are 75 per cent of the hotel and catering workforce, and 47 per cent of managers in the industry are women. Evidence from a number of studies of the careers of people entering the industry has shown that women appear to advance less rapidly in their careers than men. In 1984 the Hotel and Catering Training Board published a report on the career histories of a sample of women managers in the industry. The Training Board has also been involved in a Manpower Services Commission initiative - the Graduate Development Scheme (described in Part 7) - to further the career prospects of women.

In view of these various studies of women's career prospects in hotels and catering, it was felt useful to bring together in one report all the currently available information. From these facts it can be judged how far women entering the hotel and catering industry need special development, along for example the lines of the MSC initiative just referred to, or whether any other steps to equalise the career opportunities of men and women are necessary. This report will contribute to the knowledge of those already concerned with women's position in the industry and provide a basis for others to discuss the issues involved. The report does not point to a right way forward but provides a factual contribution to the debate.

The report:

- outlines the statistics on women in the industry, the numbers employed, where and in what jobs;
- analyses the progress of female and male former Board Youth Training Scheme trainees 18 months after leaving their YTS scheme;
- analyses the progress of craft, supervisory and management students since they have left college.

PART TWO

SUMMARY

1. BACKGROUND

The hotel and catering industry is one of the country's biggest employers with 2.3 million jobs or nearly ten per cent of the total UK workforce. Over 1.7 million of these jobs, varying from waitress to chef to chambermaid to manager, are held by women.

Employment in the hotel and catering industry is distinguished by the fact that three quarters of its employees are women. As can be seen in the table below these women are concentrated primarily in operative level jobs and in the subsidary sectors.

Women's representation in management jobs is substantial: employment at this level is divided approximately 47 per cent women and 53 per cent men. Although this is less than the 75 per cent of women employed in the industry as a whole, it is nevertheless the highest proportion of women managers in any industry.

2. MAIN FACTS RELATING TO WOMEN

Hotel and catering workforce	Nos in 1984 (000's)	Proportion of women in 1981 %
Total number of jobs	2,330.0	75
Working proprietors	130.4	40
Managers	265.1	47
Supervisors	92.4	68
Craftspeople	395.6	72
Operatives and others	1,447.0	88
Jobs in subsidiary sectors	996.2	91
Jobs in main commercial sectors	1,014.0	65
Part-time jobs in commercial sectors	541.0	92*
Growth in part-time jobs 1981-84		+37%

* Proportion in 1984

Note to table

The proportions of men and women in each occupational category has been derived from the 1981 Census of Population. The numbers in the workforce in 1984 have been derived primarily from the Employment Gazette employees in employment series. It is not possible to reconcile these two sources so that estimated numbers for women in each occupational category add to the known total for women, which is 1,741,500.

3. INDUSTRY SIZE, GROWTH, AND PART-TIME WORK

The number of women employed in the industry has increased substantially over the last 20 years so that now 17 per cent of all women in paid employment are in hotel and catering jobs. Women have been the main beneficiaries of growth in the industry. This is because most of the growth in this period was in part-time jobs.

Currently 1.3 million jobs in the industry are part-time and most of these are held by women. In the main commercial sectors, for which statistics are available, three quarters of part-time jobs are held by women.

4. SECTOR DISTRIBUTION

Of the 1.3 million jobs in the main commercial sectors (that is in restaurants, cafes, public houses, bars, clubs, canteens, hotels and other tourist accommodation) women hold 830,000. Within this sector women are particularly likely to work in public houses and bars, where they account for 70 per cent of employees, or in the hotel trade where they account for 65 per cent of all employees.

There are 1.0 million jobs in the subsidiary sectors of the hotel and catering industry. (The subsidiary sectors are those where the main business is not providing accommodation or food but where these activities take place on the premises and include, for example, school meals, hospital hotel and catering services, factory and office canteens.) For every man employed in the subsidiary sectors there are more than ten women. In fact 58 per cent of women employed in the industry work in the subsidiary sectors. The biggest subsidiary sector employing women is education where nearly 300,000 women work.

One of the reasons women are concentrated in the subsidiary sectors is because many of the jobs are part-time and this enables women to combine the demands of running a home and having paid work. Studies of former craft, supervisory and management college students indicate that women were also more likely than men to enter these sectors immediately on leaving college. Moreover women graduates initially employed in the commercial sectors had a tendency to move either to the subsidiary sectors or outside the industry after their first job change.

5. OCCUPATIONAL DISTRIBUTION

Within all sectors of the industry there are more women at operative level than men. Sixty four per cent of women work as either kitchen or counter hands, bar staff, domestic staff or hotel porters and stewards, compared to 15 per cent for men.

Women's predominance at sub-craft level reflects the large numbers of women who return to work after they have had a career break to care for children. Age data from the Census of Population suggests that most of these women are from other industries. The Board's own craft and management studies have shown some of these women to be interested in career development: they

may study for City and Guilds qualifications or for the NEBSS certificate or diploma.

Although women are concentrated at sub-craft level a substantial proportion work in higher levels in the industry. In the main commercial sectors women make up 40 per cent of working proprietors and 47 per cent of managers, whilst men are 60 per cent of working proprietors and 53 per cent of managers. In the subsidiary sectors the proportion of women managers is 54 per cent and the corresponding proportion of men is 46 per cent.

The higher number of women managers in the subsidiary sectors reflects both the larger proportion of women working in these sectors and a long established tradition of employing women managers. The differing proportions of women and men at each occupational level reflects to some extent women's career break. Women returning to the industry after a break for children will generally return at a lower level than that which they left. However, evidence from the Training Board's career studies suggests women straight out of college do less well than men in their first years in the industry. The craft report published in 1986* showed that after three years in the industry the numbers of men in supervisory or management positions increased threefold while the number of women at this level increased only twofold.

The study of managerial and supervisory students revealed a similar pattern. Fifty per cent of men's first jobs were at management level but only one third of women's. On the whole, women and men had similar duties in their first jobs and this may reflect the tendency for graduates to have fairly standardised training programmes. However, women were slightly more likely than men to be involved in food preparation, front office, housekeeping and accounts. In their second jobs, the gap between women and men in management positions remained the same as that in their first jobs after college.

The study of YTS leavers showed women and men had quite different duties in their first jobs. Although the majority of former trainees entered food preparation jobs, women were only two thirds as likely as men to do so. In contrast, 23 per cent of women entered food service jobs but only six per cent of men. The study of former craft students showed a similar pattern to that of YTS students. Around three quarters of men's first jobs were in food preparation, but less than half of women's, even though women were as likely as men to have cooking qualifications.

The reasons why women and men enter different areas and men particularly enter food preparation may reflect people's images of the industry. A report on the image of hotel and catering work** showed that jobs in the industry were sex stereotyped. Comments from former craft students also indicate that women and men are channelled differently during their college studies. Additionally, this split in the areas in which women and men work may reflect employers' preferences.

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* Hotel and Catering Craft Students: their first three years in the industry, Hotel and Catering Training Board, 1986

** The Image of Hotel and Catering Work, Hotel and Catering Training Board, 1981

6. CONCLUSIONS

Finally then, women's position in the industry is characterised by their disproportionate concentration in part-time and operative level jobs. The women concerned have often had work experience at higher levels in other industries but have not always been able to transfer their skills successfully when entering paid work in the hotel and catering industry.

College trained women and men also have different progress in their first years in the industry. The reasons for this are complex. They reflect sex stereotyping of jobs arising from tradition, beliefs about customers' preferences, job seekers' ideas, and managers' beliefs about women's motivations and what sex is appropriate for what job.

Women working in the subsidiary sectors are relatively more successful than those in the main commercial sectors. This reflects women's predominance here but may also reflect the higher incidence of employment policies which actively seek equal opportunities for women.

PART THREE

WOMEN'S POSITION IN HOTELS AND CATERING

Part Three outlines the main statistics relating to women and has drawn on data from the Training Board's reports: Hotel and Catering Manpower in Britain 1984 and Manpower Flows in the Hotel and Catering Industry. Appendix B has tables on sector and age distribution. In this section Diagram 1 shows growth in the industry, Diagrams 2 and 3 show sector distribution, and Diagrams 4-8 show the age and occupational distribution of the industry. Tables 1, 2 and 3 show occupational distribution; information on marital status, pay and vocational qualifications is contained in Tables 4-9. Appendix C discusses the position of women in the UK workforce and draws some comparison with women in the hotel and catering industry.

---

1. INDUSTRY SIZE, GROWTH AND PART-TIME WORK

The hotel and catering industry is one of the largest industries in Great Britain and certainly among the fastest growing. The industry employs 2.3 million people in a vast range of jobs from managers to sales and marketing executives, chefs, waitresses and kitchen assistants.

The industry is also a major employer of women. In fact, nearly 17 per cent of the total female workforce is employed in hotel and catering jobs. Women outnumber men in the industry being 75 per cent of the total or 1,742,000. In other words for every man there are three women.

High turnover rates mean the number of women who have worked in the industry at any time is much higher than 1.7 million. People are constantly moving in and out of the industry and casual staff, most of whom are women, are used to a wide extent. In 1980 a random sample* of nearly 2,000 adults aged over 15 and resident in Great Britain showed that at some time 21 per cent of women and 13 per cent of men had worked in the industry. This ratio was thought to be a low estimate of the proportions of the population with experience of hotel and catering work because some jobs (casual and bar work for instance) may not have been seen as relevant by respondents.

Not only is casual work common in the industry but part-time work too. Of the 2.3 million jobs in the industry, 58 per cent are estimated to be part-time. Nearly three quarters of the part-time jobs in the main commercial sectors are held by women and the proportions of part-time jobs held by women in the subsidiary sectors is probably higher. Overall there are slightly more part-time jobs in the subsidiary sectors (62 per cent) than the main commercial sectors (55 per cent).

In the last five years there has been considerable growth in part-time jobs. Between 1981 and 1984 women's part-time jobs in the main commercial sectors grew by 37 per cent and men's part-time jobs by 26 per cent. At the same time women's full-time jobs increased by 20 per cent and men's full-time jobs by 15 per cent.

The Department of Employment estimates that the main commercial sectors of the hotel and catering industry have grown by 47 per cent in the last 20 years. A growth of two per cent per annum is expected to continue over the next five years, so that by 1988 the industry may employ over 2.5 million people. This level of growth, particularly in part-time jobs suggests that the industry will continue to be a major employer of women.

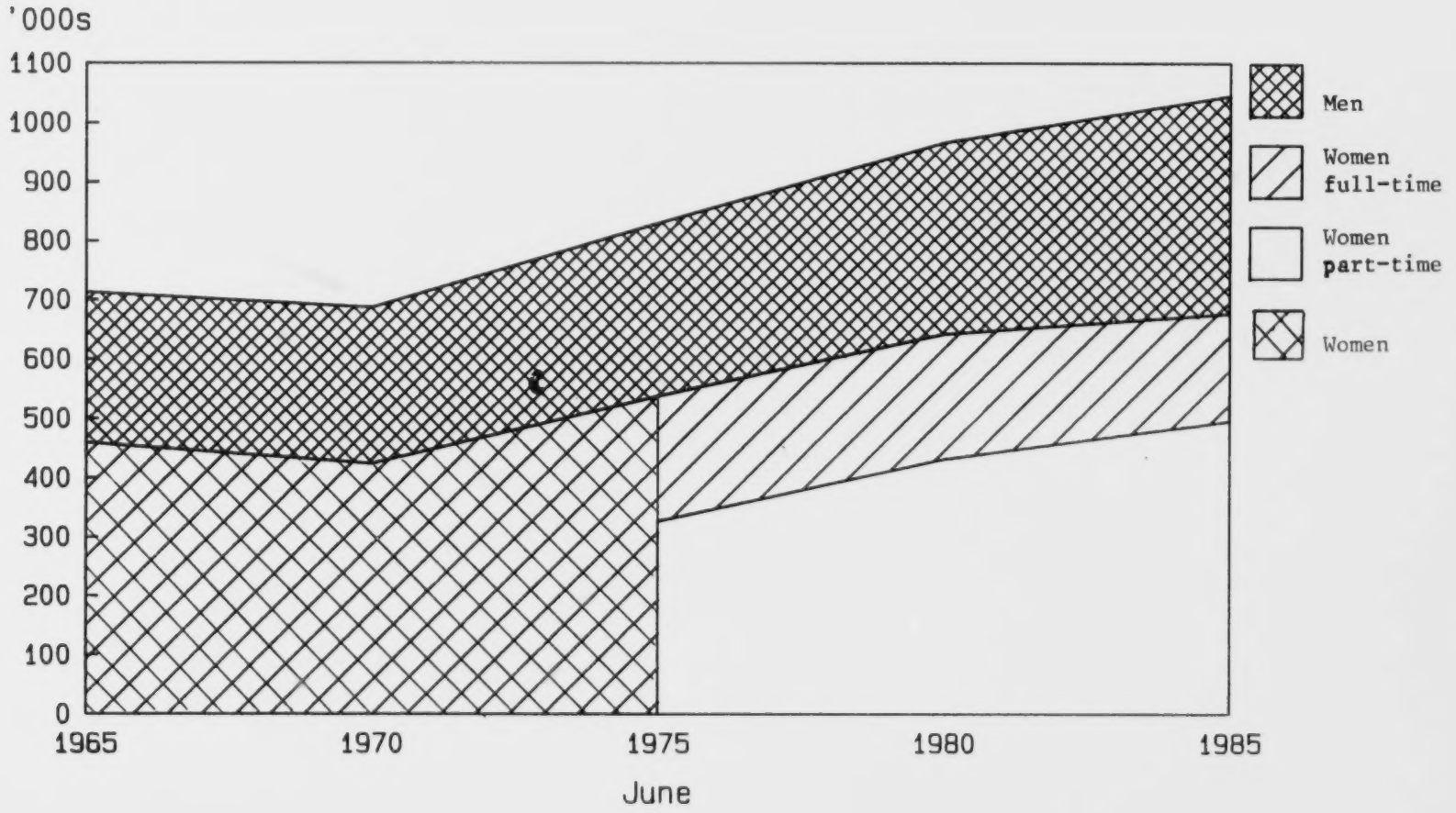
Diagram 1 clearly shows the way in which the industry has expanded since 1970, although growth levelled off slightly in 1980. The growth in part-time jobs has been even steeper than that overall (though statistics are not available pre 1975).

---

* The Image of Hotel and Catering Work, Hotel and Catering Training Board, 1981

Diagram 1

Employment in hotels and catering, 1965-85



Source: Department of Employment

2. SECTOR DISTRIBUTION

The industry is split into two main sectors, the main commercial sectors where catering or the provision of accommodation is the main activity and the subsidiary sectors where accommodation and catering are not the main services or products provided by the organisation. Nearly one million women work in the subsidiary sectors and close to 830,000 women work in the commercial areas of the industry.*

There is a tendency for women to gravitate towards the subsidiary sectors thus the male:female ratio is 1:10 here, whilst in the main commercial sectors the ratio is 1:2.

The subsidiary activity sectors include recreation, travel, education, health, public administration, retail, domestic services, and industrial and office catering. Within every one of these sectors more women than men are employed. However, there are variations in the proportions of men and women who find employment in each sector. In other words, not all of these sectors appear equally as attractive to women and men. Men tend to work in industrial and office catering, or medical and other health services. Women tend to work in education, recreation and then health (see Diagram 2).

In the commercial sectors which include restaurants, cafes, pubs, clubs, canteens, hotels and other forms of tourist accommodation, the ratio of all women and all men employed in each area is very similar. Thus, 25 per cent of women and 26 per cent of men employed in the commercial sectors work in hotels. However, the larger numbers of women than men working in the commercial sectors do mean that for every man working in a hotel there will be 1.8 women. Summing up then, in every sector but 'other tourist accommodation' where numbers are roughly equal, more women than men are employed. But this does vary so that in education for every man there are 49 women. In contrast, in travel there are 1.3 women for every man.

---

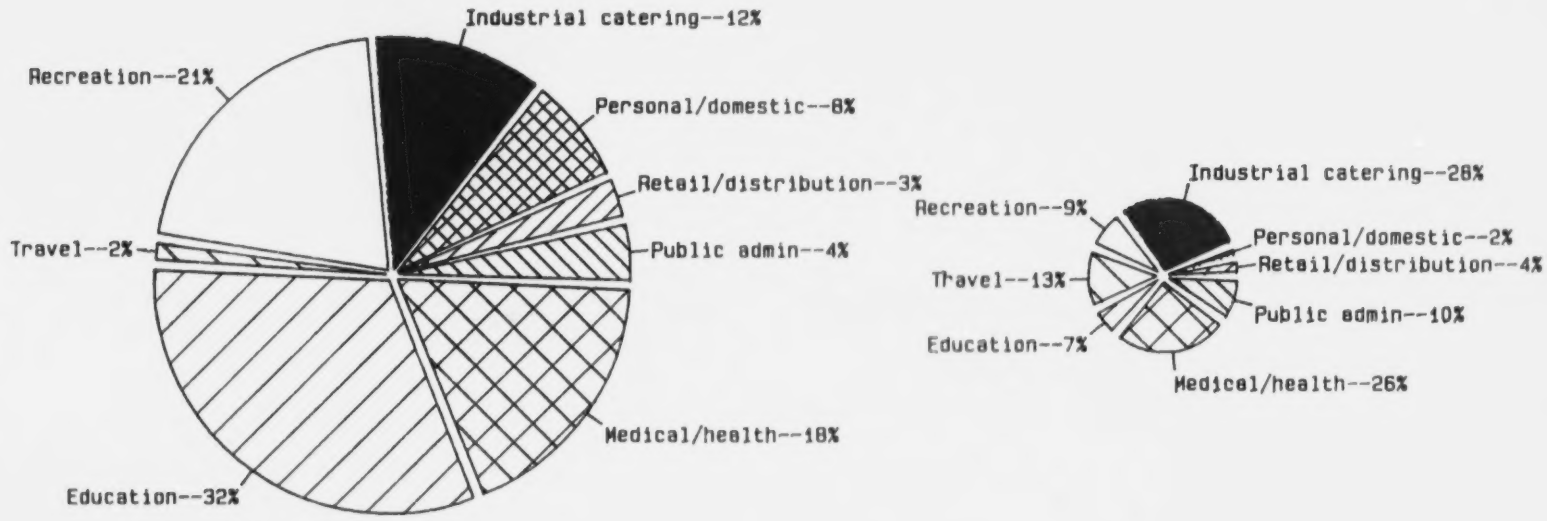
* The Census of Employment does not count self-employed working proprietors and, where they do not operate a PAYE scheme, their staff. In the hotel and catering industry, this is a significant omission. Thus the Department of Employment estimates one million people work in the main commercial sectors, 660,000 of them being women.

The Hotel and Catering Training Board, in Hotel and Catering Manpower in Britain 1984, was able to rectify this omission by using the Census of Population, which classifies employed and self-employed by occupation and industry. On this basis, 1.3 million people work in the main commercial sectors, 830,000 of them being women.

Where possible the last figure has been used. However this is not available by sector, so in Diagram 3 Department of Employment data is used.

Diagram 2

Subsidiary sectors distribution of employees (1981)



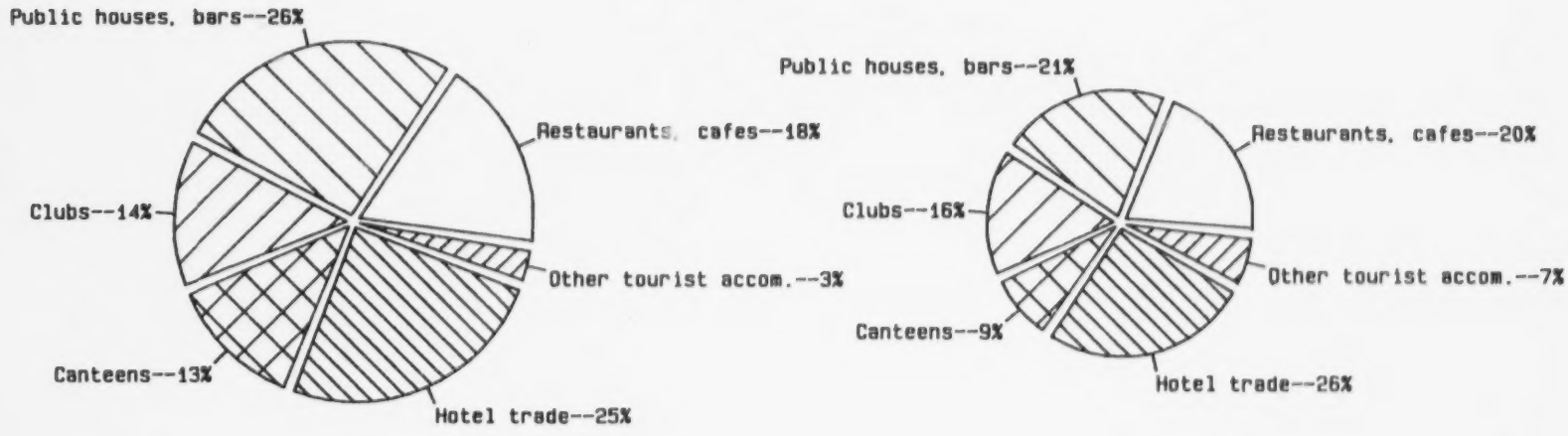
Women
Total: 908,200

Men
Total: 88,000

Source: Hotel and Catering Manpower in Britain 1984

Diagram 3

Main commercial sectors: distribution of employees (1984)



Women
Total: 659,900

Men
Total: 354,100

Source: Employment Gazette, January 1985

3. OCCUPATIONAL DISTRIBUTION

As would be expected these considerable differences in the proportions of women and men employed in each sector do have some effect on occupational distribution.

In the education sector, where there are 49 women for every man a fairly high number of women managers would be expected. This is the case - 67 per cent of all managers are women. On the other hand, in the travel sector where women outnumber men by only 3,500, 22 per cent of managers are women. The latter is the lowest proportion of female managers for the whole industry (see Table 2).

Overall, women are 47 per cent of employed managers, 40 per cent of working proprietors and 68 per cent of supervisors (see Table 2). These proportions are much higher than in other industries. For example, in wholesale distribution women are 8.9 per cent of managers and in general management women account for only 8.3 per cent.*

If women were represented equally in management, the proportion of women managers in each sector should be comparable to the proportion of women in those sectors as a whole. Thus in hotels, women managers would be around 64 per cent, i.e. their proportion of female employees in hotels, rather than the present 36 per cent. In pubs, women managers would be around 70 per cent, compared with their present 43 per cent.

Women comprise 88 per cent of all those employed in operative and other jobs. This is reflected in women's most common occupations which are domestic staff and then kitchen or counter hands with the remaining 33 per cent of women spread throughout the industry. Twenty four per cent of men work as chefs or cooks. The next most common occupation for a man is a restaurant manager (11 per cent). In contrast only nine per cent of women are chefs or cooks and only two per cent of women are restaurant managers (see Table 3).

---

* Source: EC Labour Force Survey 1977 (from Women's Path to Management in the Hotel and Catering Industry, Hotel and Catering Training Board)

Table 1

Occupational groups by sex (1984)*

	Women		Men		Total
	Nos	%	Nos	%	Nos
Main commercial sectors					
Working proprietors		40		60	130,400
Managers		47		53	237,300
Supervisors		65		35	56,000
Craft & semi-skilled		69		31	280,100
Operatives & others		80		20	628,300
All	831,400	62	500,800	38	1,332,200
Subsidiary sectors					
Managers		54		46	27,800
Supervisors		72		28	36,400
Craft & semi-skilled		79		21	115,500
Operatives & others		95		5	818,700
All	910,100	91	88,100	9	998,200
All industry					
Working proprietors		40		60	130,400
Managers		47		53	265,100
Supervisors		68		32	92,400
Craft & semi-skilled		72		28	395,600
Operatives & others		88		12	1,447,000
All	1,741,500	75	588,900	25	2,330,400

Note to table:
Numbers for the different occupational categories are not included in the table for the reasons explained in the note to the table on page 7.

Table 2

Managers by sector of industry by sex (1981)

	Women ('000s)	%	Men ('000s)	%	Total ('000s)
Main commercial sectors					
Hotels	6.8	36	12.0	64	18.8
Restaurants	29.4	55	24.4	45	53.8
Pubs	13.6	43	18.1	57	31.7
Clubs	6.1	38	9.8	62	15.9
Total	55.9	47	64.3	53	120.2
Subsidiary sectors					
Recreational, cultural and other services *	0		0		0
Travel	0.5	22	1.7	78	2.2
Education	1.0	67	0.5	23	1.5
Medical and other health services	1.1	52	1.0	48	2.1
Public administration and national defence	1.2	44	1.5	56	2.7
Retail distribution	2.1	58	1.5	42	3.6
Personal and domestic services	0.3	60	0.2	40	0.5
Industrial and office catering	8.9	59	6.2	41	15.1
Total	15.1	55	12.6	45	27.7
Total - all industry	79.4	54	68.5	56	147.9

Source: Hotel and Catering Manpower in Britain 1984, Tables 16 & 17

* Some 25,000 managers in the category of hotel manager were entertainment and sports managers and have therefore been excluded from the subsidiary sectors

Table 3

Most common occupations of women and men in the hotel and catering industry (1981)

	Women		Men	
	('000s)	%	('000s)	%
Occupation				
Hotel & residential club managers	6.8	1	12.0	5
Restaurant managers	29.4	2	24.4	11
Pub managers	13.7	1	18.1	8
Club stewards	6.1	1	9.9	4
Catering supervisors	31.7	2	17.2	7
Other supervisors	13.7	1	3.4	1
Chefs/cooks	110.1	9	55.7	24
Waiter/waitresses	66.3	5	21.8	9
Receptionists	18.1	1	1.3	1
Kitchen & counter hands	303.5	23	24.0	10
Bar staff	105.3	8	20.8	9
Domestic staff	569.9	44	19.2	8
Hotel porter/stewards	17.6	1	15.0	6
Total	1,292.2	100	242.8	100

Source: Hotel and Catering Manpower in Britain 1984, Tables 26-29

4. AGE, MARITAL STATUS AND OCCUPATION

Nearly two thirds of women working in hotel and catering jobs are married and this corresponds with the tendency for most women in the industry to be middle-aged (see Table 4). Statistics on the marital status of men are not available.

The age distribution of women and men in each occupational group is very different (see Diagrams 4-10). Most women working in the industry are in the age range 40-49, with substantial numbers entering the industry around age 30. Most of those women who do enter after age 30, enter at operative level. In contrast, analysis of men's age and occupational structure does not present such a clear pattern. Up to age 29 the largest numbers of men are employed at craft level, whilst after 30 most men in the industry are managers.

Up till their mid-twenties, roughly equal numbers (though not proportions) of women and men are in management positions but then the number of men begins to outstrip women, just as women are entering their child bearing ages. Although the gap reduces again after age 45 it never returns to its previous balance. For both women and men the peak age for being a manager is 40-44.

There is a gradual increase in the numbers of women employed at supervisory level after age 35 with a peak in numbers in the 50-54 age group. This probably reflects women's return to work at supervisory levels in the subsidiary sectors, particularly education and health. The numbers of men employed at supervisory level shows a very different pattern. It is not clear why this is so.

The number of women cooks and chefs increases after age 30 and continues to do so until retirement, again this reflects return to work. In contrast, the number of male cooks and chefs falls off steadily from the peak in the 16-20 age group.

The number of women employed in waiting and bar jobs decreases slightly to age 24, then increases to age 34, after which the numbers employed decrease steadily.

At operative level there is a dramatic increase in the numbers of women employed after age 29. At age 30-34 the numbers of women employed at this level is more than two and a half times those employed in the 25-29 age group. The numbers of men employed at operative level remain relatively constant and strikingly low when contrasted to that of women.

To summarise, there is a gradual decrease in the numbers of women employed from 16-29, then a huge increase, and numbers do not fall again until after 60th birthdays. The pattern indicates that women leave the industry to have children in their 20's and then return to work after age 30. Significantly though, the numbers leaving the industry are a great deal lower than the numbers returning. This suggests that the industry attracts large numbers of women returners from other industries.

Table 4

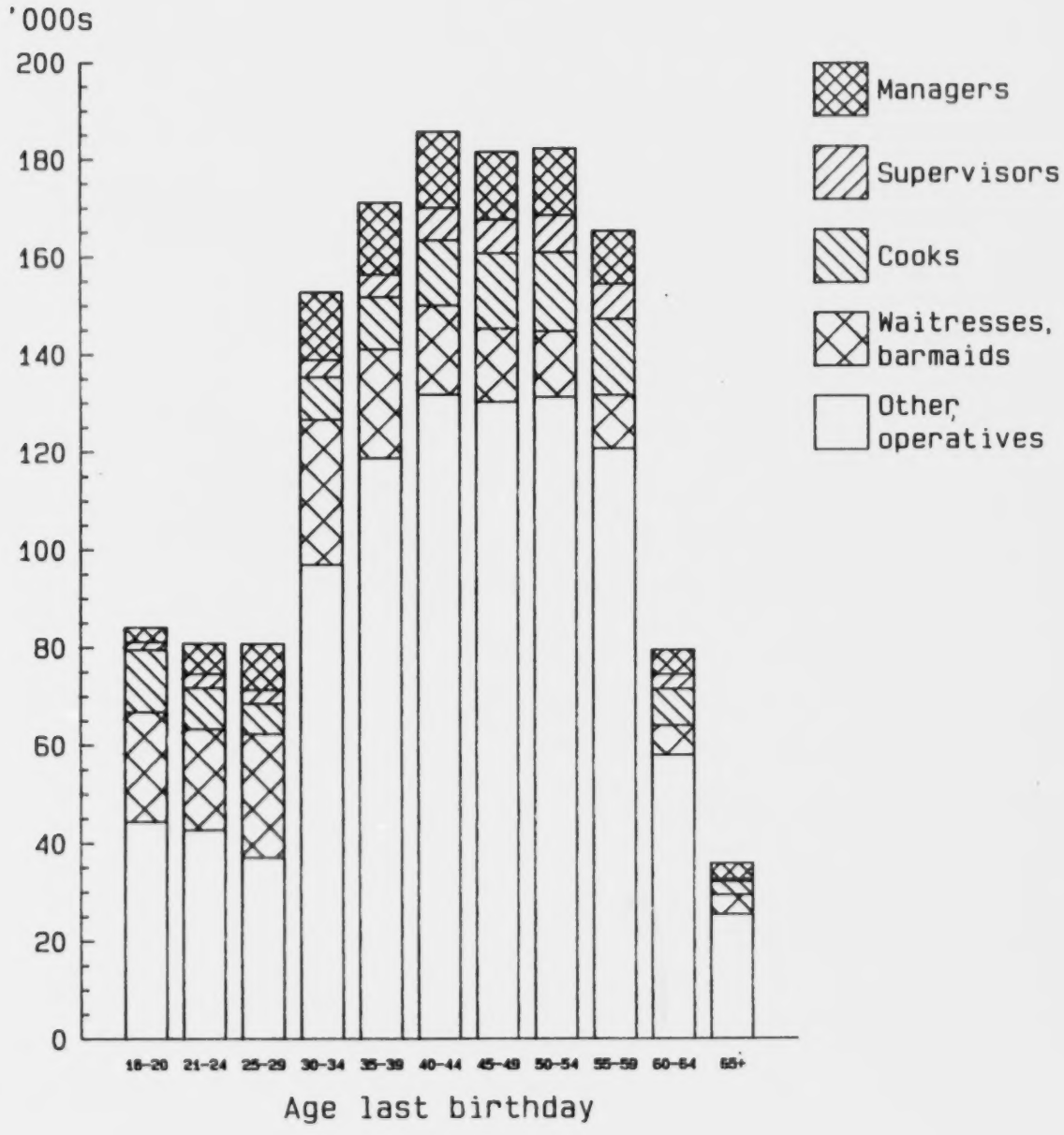
Marital status of all women employed in the hotel and catering industry (1981)

	Numbers ('000s)	%
Married	898.0	63
Non-married	530.7	37
All	1,428.7	100

Source: Hotel and Catering Manpower in Britain 1984, Table 30

Diagram 4

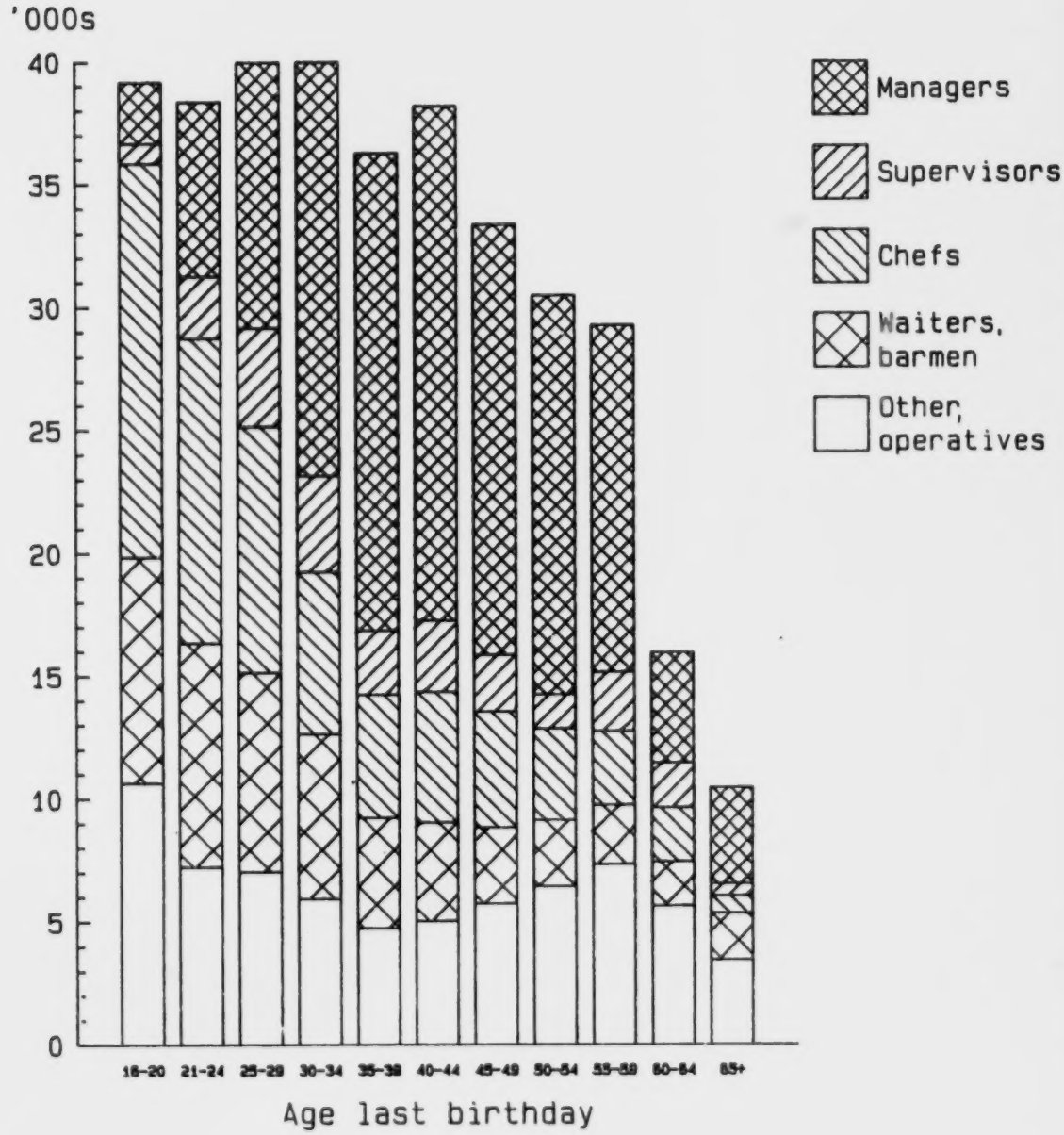
Women's age and occupational structure (1981)



Source: Hotel and Catering Manpower in Britain 1984

Diagram 5

Men's age and occupational structure (1981)



Source: Hotel and Catering Manpower in Britain 1984

Diagram 6

Age structure of managers (1981)

Source: Hotel and Catering Manpower in Britain 1984

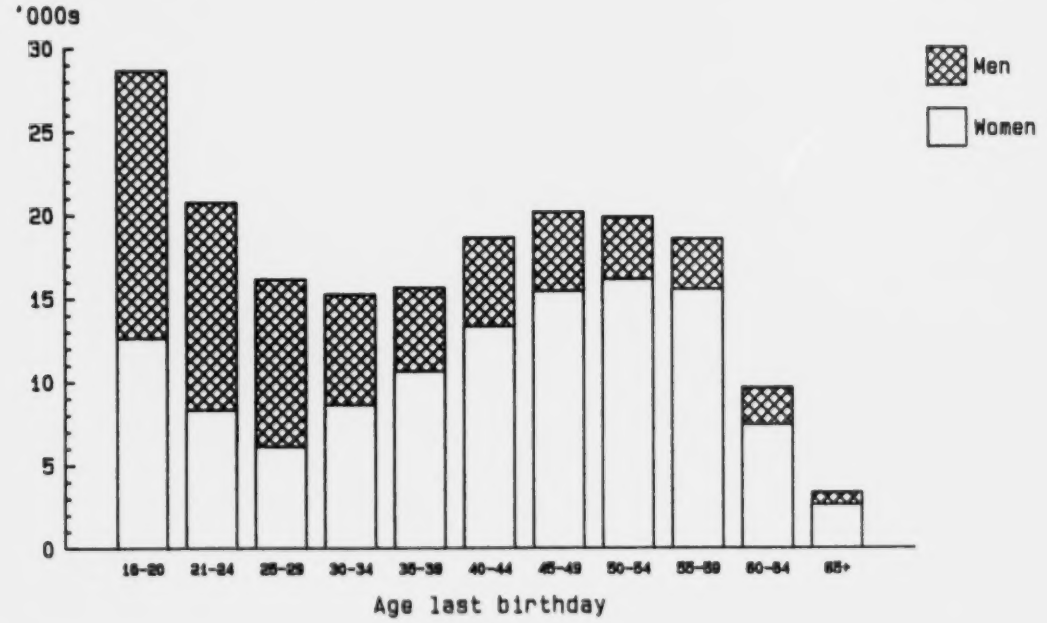
Diagram 7

Age structure of supervisors (1981)

Source: Hotel and Catering Manpower in Britain 1984

Diagram 8

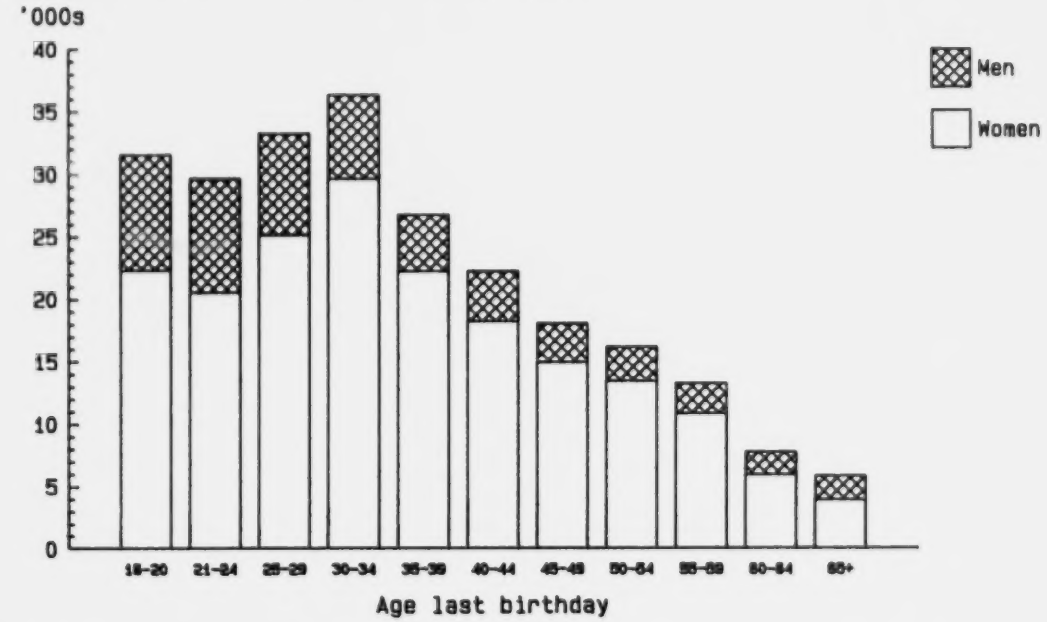
Age structure of chefs/cooks (1981)



Source: Hotel and Catering Manpower in Britain 1984

Diagram 9

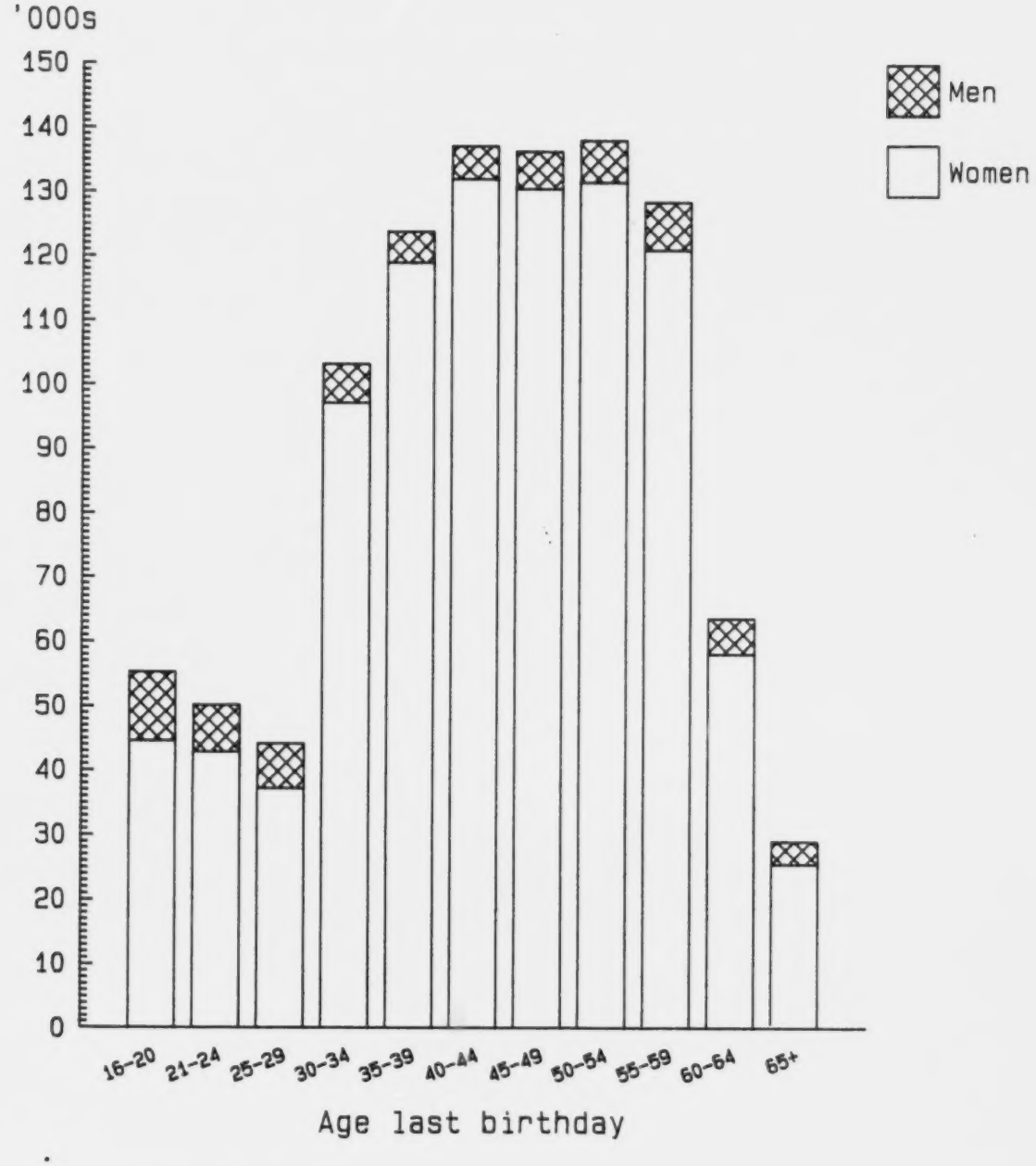
Age structure of waiting and bar staff (1981)



Source: Hotel and Catering Manpower in Britain 1984

Diagram 10

Age structure of operatives (1981)



Source: Hotel and Catering Manpower in Britain 1984

5. EARNINGS

Women's concentration in the lower occupational groups means that their earnings are lower than those of men. In 1984 women's gross weekly earnings were 75 per cent below men's (see Table 5).

Table 5

Average gross weekly earnings, hourly earnings and weekly hours for full-time employees on adult rates (April 1985)

	Average gross weekly earnings (exc. those whose pay was affected by absence)	Average gross hourly earnings (exc. overtime)	Average weekly hours		
	£	p	Total	Normal	O/T
Hotel & catering					
Manual females	83.2	215.3	38.4	37.3	1.1
Manual males	115.6	263.8	42.9	39.9	3.0
Hotel trade					
Manual females	85.4	213.0	39.7	38.7	1.1
Manual males	117.5	276.5	42.3	39.9	2.5

Source: New Earnings Survey 1985, Part C

6. HOTEL AND CATERING QUALIFICATIONS

Although women are only 47 per cent of all employed managers they are around three quarters of all students on management level courses. Women outnumber men on full-time university undergraduate courses in hotel management subjects by nearly three to one, although the difference is less for sandwich courses: 60 per cent to 40 per cent, and all CNAA degree awards: 67 per cent to 33 per cent (see Tables 6,7 and 8).

On BTEC courses, women are 67 per cent of all registrations and men are 33 per cent. The awards made show that even higher proportions of women than men qualify, 72 per cent compared to 28 per cent (see Tables 9 and 10). The Scottish Technical Education Council does not analyse statistics on sex.

The HCIMA does not have statistics on the proportion of women who sit its professional examinations.

Table 6

Undergraduate sandwich course students, 1983/84

	Women		Men		Total	
	Nos	%	Nos	%	Nos	%
Home, hotel and institutional management	115	60	78	40	193	100

Source: Table 12, University Statistics 1983/84, Vol 1: Students and Staff

Table 7

CNAA degree awards, January 1984 to December 1984

	Women		Men		Total	
	Nos	%	Nos	%	Nos	%
Catering and food sciences	141	67	69	33	210	100

Source: Table 18, Council for National Academic Awards Annual Report 1984/5

Table 8

UK domicile undergraduates 1983/1984

	Nos	%
Men	150	26
Women	434	74
All	584	100

Source: Table 4, University Statistics 1983/84, Vol 1: Students and Staff

Table 9

Hotel, catering and institutional management subjects
BTEC registrations 1984/85

	Women	Men	All	Numbers
	%	%	%	
National certificate	71	29	100	623
National diploma	70	30	100	3,082
Higher national certificate	39	61	100	18
Higher national diploma	67	33	100	1,506
Numbers	3,582	1,647	100	5,229

Table 10

Hotel, catering and institutional management subjects
BTEC awards 1984/85

	Women	Men	All	Numbers
	%	%	%	
National certificate	67	33	100	233
National diploma	74	26	100	2,216
Higher national certificate	17	83	100	6
Higher national diploma	72	28	100	1,176
Numbers	2,648	983	100	3,631

PART FOUR

WOMEN AT OPERATIVE LEVEL (YTS TRAINEES)

Parts four, five and six discuss the position of women at different occupational levels within the industry: operative, craft, supervisory and management.

The section on operative employees which follows has drawn on unpublished research on the Board's YTS students and focuses on their jobs after finishing the scheme. Table 11 shows their educational qualifications at entry, Tables 12-13 their training on the scheme and Tables 14-17 their subsequent jobs. The career histories illustrate the sorts of jobs young women on the scheme entered after finishing their training.

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1. BACKGROUND

Eighty eight per cent of women employed in the industry work at operative level. These women generally do not have any hotel and catering qualifications, and rarely move up through the ranks to higher positions.

2. YTS CAREER SURVEY

The Board's YTS career survey looked at the experiences of nearly 500 trainees on the Board's schemes in 1983/84, and examined in more detail the subsequent economic status and jobs of 300 trainees who responded to a postal questionnaire, in order to find out more about the careers of operative level employees. Appendix D outlines the methodology of this study.

3. ENTRY TO THE BOARD'S YTS

Although women and men had similar levels of educational attainment on entering YTS, women were more likely to hold a diversity of qualifications. Thus upon entry to the Board's YTS, similar proportions of women and men had obtained at least one 'O' level and one CSE grade. However, men were twice as likely not to have an educational qualification and very few men had obtained a RSA or other specialist qualification at school (see Table 11).

There were some differences too, in the extent of previous work experience. Men were five times as likely as women to have worked prior to starting a YTS scheme.

The findings indicated that similar proportions of women and men had a specific wish to enter hotel and catering YTS, though it is likely they wanted work experience in different areas. The Image report indicated that female and male school leavers had very different ideas about the sorts of jobs which were suitable for each of them. (Appendix E outlines in more detail the findings of the Image report.)

4. QUALIFICATIONS GAINED WHILE ON YTS

Of the general qualifications gained while on the scheme women tended to have first aid and/or health and hygiene. In contrast, men took the City and Guilds Communications Skills certificate. There were differences too in the craft and specific skills qualifications taken. Men were rather more likely to take C&G 706-1 Cookery for the Catering Industry and C&G 700-1 Call Order Cooks, whilst women took C&G 700-3 Food Service Assistants and C&G 700-2 Room Attendants qualifications (see Table 12).

These findings do suggest that choices are being influenced by stereotyped ideas of men's and women's work, reflected also in the work done on placement.

Table 11

Educational qualifications at entry to YTS

	None	One or more passes at: CSE	'O' level	Specialist	All
	%	%	%	%	%
Women	8	67	16	10	100
Men	17	66	14	2	100
Total	12	66	15	6	100
Numbers	23	127	29	12	190

Table 12

Certificates gained while on YTS*

	Women	Men	Total
	%	%	%
Cookery for the Catering Industry (C&G 706-1)	10	16	13
Food and Beverage Service (C&G 707-1)	1	1	1
Call Order Cooks (C&G 700-1)	29	35	32
Room Attendants (C&G 700-2)	12	2	8
Food Service Assistants (C&G 700-3)	25	13	20
Counter Service Assistants (C&G 700-4)	9	6	8
First aid	53	37	46
Health & hygiene	60	48	55
Communications Skills	12	23	17
Other	7	10	8
Numbers	102	82	184

* More than one answer could be given to this question. Percentages therefore total over 100.

5. WORK EXPERIENCE ON YTS

There was some variation in the sorts of duties performed at work placements, though there were no differences in the proportions of women and men working in various sectors. Most trainees worked in hotels and restaurants and a few were employed in industrial catering. There was a tendency for some men to work only in the kitchen, whilst there was a tendency for greater proportions of women than men to work in restaurants and other areas including front office, reception and house service.

Table 13

Work experience on YTS*

	Women %	Men %	Total %
Kitchen	37	45	40
Restaurant	26	18	23
Front office	4	2	3
Reception	3	2	3
House service	8	2	5
Administration	1	1	1
Maintenance	*	2	1
Don't know/unrecorded	56	49	53
Numbers of respondents	275	213	488
Numbers of responses	377	257	634

* More than one answer could be given to this question. Percentages therefore total over 100.

6. FIRST JOB AFTER YTS

Women were twice as likely as men to go into part-time employment. It is not known to what extent this choice was a result of choice or the absence of full-time employment. There was little difference in the sectors in which male and female YTS trainees eventually found employment, though for most it was either in hotels or restaurants (see Table 14).

There was some difference though, in the types of jobs they entered. Food preparation was the most common area for both women and men, but women were only two thirds as likely as men to enter food preparation jobs. Most of those women who did enter this area were kitchen assistants rather than chefs (see Table 15). Nearly four times more women than men were in food service jobs and twice the number of women than men were in accommodation jobs. However women had over 15 different jobs. Nearly a quarter worked as waitresses and of these, some were silver service and some room service. Women were commis chefs, cooks, pastry chefs, kitchen and catering assistants, maids, housekeepers, cleaners, receptionists and clerks.

Analysis of women's duties show that even those who had 'food preparation' jobs also spent a substantial amount of their time in waiting positions (see Table 16).

The career histories at the end of Part Four give an indication of the variety of jobs entered from accommodation to reception to food preparation.

Table 14

Sector of first job after YTS

	Women %	Men %	All %	Numbers
Restaurants	51	49	100	45
Cafes	83	17	100	12
Hotels	55	45	100	78
Clubs	100	0	100	1
Schools	100	0	100	2
Offices	67	33	100	6
Factories	57	43	100	14
Industrial catering	27	73	100	11
Armed forces	29	71	100	7
Bakery	0	100	100	5
Shop/supermarket	70	30	100	10
Builders	0	100	100	2
Private home	100	0	100	4
Other hotel and catering	80	20	100	5
Non hotel and catering	29	71	100	7
Not answered	0	100	100	1
Total	55	45	100	
Numbers	117	97		214

Table 15

Type of first job

	Women	Men	Total	Numbers
	%	%	%	
Food service: total	23	6	18	28
Waitress	18	4	14	25
Waitress - silver service	3	2	3	5
Waitress - room service	2	0	1	2
Food preparation: total	41	66	53	79
Commis chef	9	22	15	22
Trainee chef	2	24	12	18
Cook	9	3	6	9
Pastry chef	1	4	3	4
Baker	0	7	3	5
Kitchen assistant	13	3	9	13
Catering assistant	7	3	5	8
Accommodation: total	15	6	12	18
Maid	9	0	5	7
Housekeeper	1	0	1	1
Cleaner	1	1	1	2
Porter	0	4	2	3
Receptionist	2	0	1	2
Clerk	2	1	2	3
Management	0	1	1	1
Other hotel and catering	1	3	2	3
Non hotel and catering: total	12	15	14	21
Gardener	0	0	0	0
Labourer	0	3	1	2
Machinist	4	0	2	3
Community work	1	0	1	1
Sales/shop assistant	4	1	3	4
Sales representative	0	1	1	1
Nursery help	2	0	1	2
Other	1	10	5	8
All	100	100	100	
Numbers	117	97		214

Table 16

Duties of first job*

	Women %	Men %	Total %	Numbers
Food preparation	38	60	48	103
Food service	44	20	33	70
Silver service	3	1	2	4
Beverage service	14	5	10	21
Taking orders	10	4	7	16
Laying tables	10	7	9	19
Cashier	9	3	7	14
Receptionist	4	0	2	5
Cleaning	27	15	22	47
All departments-hotel & catering	0	1	*	1
Other hotel and catering	18	10	14	31
Sales and customer service	15	8	12	25
Machining	3	0	1	3
Labouring	0	2	1	2
Non hotel and catering	16	18	17	37
Numbers of respondents	117	97		214
Numbers of responses	247	151		398

* These percentages add vertically and total more than 100 per cent.

7. EIGHTEEN MONTHS AFTER LEAVING YTS

Eighteen months after leaving YTS women were more likely than men to be unemployed, and those who were working were still more likely to be in part-time jobs. However, the size of the gap had decreased, so that now 23 per cent of women were in part-time jobs and 14 per cent of men, compared with 22 per cent of women and nine per cent of men in their first jobs.

Overall there had been a decrease in the proportions of women and men working in food preparation and a slight decrease in the proportions of women in food service jobs.

The proportions of women and men working outside the industry had nearly doubled. Women were mainly in factory machinist and shop assistant jobs, whilst men were working as labourers or shop assistants and sale representatives (see Table 17).

Table 17

Type of first and latest job

	Women		Men	
	First job	Latest job	First job	Latest job
	%	%	%	%
Food service	23	19	6	6
Waitress	18	10	4	3
Waitress - silver service	3	5	2	3
Waitress - non service	2	3	0	0
Barmaid	0	1	0	0
Food preparation	41	35	66	55
Commis chef	9	5	22	21
Trainee chef	2	2	24	16
Cook	9	7	3	8
Pastry chef	1	2	4	1
Baker	0	0	7	3
Kitchen assistant	13	9	3	3
Catering assistant	7	10	3	3
Accommodation	15	16	6	6
Maid	9	7	0	1
Housekeeper	1	1	0	0
Cleaner	1	2	1	0
Porter	0	0	4	5
Receptionist	2	2	0	0
Clerk	2	2	1	1
Cashier	0	4	0	0
Management	0	2	1	4
Manager	0	2	1	3
Supervisor	0	0	0	1
Other hotel & catering	1	3	0	0
Non-hotel and catering	12	25	15	26
Labourer	0	0	3	6
Machinist	4	6	0	0
Community work	1	0	0	0
Sales/shop assistant	4	6	1	4
Sales representative	0	0	1	3
Nursery help	2	3	0	1
Other	1	10	10	12
Numbers	117	108	97	99

9. CAREER HISTORIES

The seven career histories* that follow give an indication of the variety of jobs women obtained on leaving YTS. The first two show traditional jobs for women, namely reception and housekeeping. Career Histories 3-6 are women in food preparation jobs, but also two women who have progressed to junior management positions. The last career history is of a woman who is studying full-time at college.

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* The quotes included as part of the career histories are from an open-ended question which asked "What were the best and worst things about the scheme you went on?" Only those comments which are relevant to this report have been extracted here.

CAREER HISTORY 1

YTS STUDENT

Career outline

Susan started YTS training in August 1983, after leaving school with both 'O' level and CSE grades.

Susan was particularly interested in pursuing a career as a hotel receptionist.

A placement in a hotel gave her basic training in reception duties.

Susan did not complete her course as she was offered a full-time receptionist post at a different hotel. She has since moved on to a similar post in a larger hotel.

"... I gained valuable experience in reception. The reception staff were very good but were often too busy to explain everything you are doing. However it made me realise that this was what reception work was all about."

CAREER HISTORY 2
YTS STUDENT

Career outline

After leaving school Pam started a hotel and catering YTS in September 1983. She completed the full year's training gaining experience in several placements.

Pam feels that without such an opportunity she would have been unemployed but instead she was able to find work as a chambermaid in a large hotel. She has secured this job for a few years and now has the possibility of furthering her career in housekeeping.

"... If I decide I did not want to stay in housekeeping I could move into waitressing because I was trained on a scheme."

CAREER HISTORY 3
YTS STUDENT

Career outline

After leaving school with CSE qualifications Sheila wanted to go on a hotel and catering training scheme. She started her YTS in August 1983.

Sheila obtained a placement in kitchen work and through her training was able to gain a health and hygiene certificate and City and Guilds 706-1, Cookery for the Catering Industry.

After completing the course she was offered a full-time (temporary) job working as a catering assistant in a factory.

Sheila is now a food service assistant for a contract caterer. Her duties include cooking, serving and helping the manageress.

CAREER HISTORY 4
YTS STUDENT

Career outline

Lesley left school with CSE qualifications to start hotel and catering YTS training. She had a particular desire to enter the industry rather than undertake any YTS scheme.

She found a work placement in the kitchen of a wine bar making salads and preparing meals. She was able to gain a City and Guilds catering certificate and a health and hygiene qualification.

After completing the full year of her training Lesley got a job with her YTS employer as an assistant chef.

She has since left her first job to take up a post as a chef in a hotel. Her duties include food preparation, ordering, organising staff and catering for up to 150 people.

CAREER HISTORY 5
YTS STUDENT

Career outline

Lucy left school with CSE grades. She particularly wanted to start YTS with the Board and enrolled on a scheme in July 1983 in Gwent and completed the full year of training.

Lucy had a work placement in a coffee shop where she had general experience in both the kitchen and restaurant.

While on the scheme she gained a health and hygiene certificate and also City and Guilds 700-1 Call Order Cook and 700-2 Room Attendant.

After completing the scheme her work placement employer offered her a permanent position and she has since progressed to be assistant to the manageress. Her duties include looking after the coffee shop and its day to day running.

"... YTS has basically been a good thing in getting my job today. However as yet I have not been able to obtain a job to my satisfaction.

"I would like to expand my knowledge and get into a large hotel but so far I have had no replies from any of my applications."

CAREER HISTORY 6
YTS STUDENT

Career outline

Julie particularly wanted to enter the catering trade and started a YTS scheme in July 1984.

After completing the full year of YTS Julie was unemployed for a while. However, she later started work as a self-employed catering manageress within the restaurant of a night club. Her main responsibility was the organisation of the kitchens and food preparation.

CAREER HISTORY 7
YTS STUDENT

Career outline

Elizabeth started hotel and catering YTS in Yorkshire in September 1983. She left school with CSE and 'O' level passes and particularly wanted to start YTS with the Board.

Elizabeth had four work placements on the scheme: two hotels, a shop and a country club. These placements gave her experience of working in a kitchen, restaurant, front office and reception.

While on the scheme she also gained first aid and health and hygiene certificates plus City and Guilds 700-1 Call Order Cooks and 700-3 Food Service Assistants.

After completing YTS she started a college diploma course in hotel, catering and institutional operations.

She has plans to start her own business this year.

Elizabeth thoroughly enjoyed YTS and it gave her the confidence to start a career in hotels and catering.

PART FIVE

WOMEN AT CRAFT LEVEL

Part Five has drawn on the Board's reports, Hotel and Catering Craft Students, their first three years in the industry and Craft One, The Craft Student.

It focuses on former craft students, their first jobs in the industry, their aspirations, and the methods they used to find jobs. Tables 18 and 19 show first jobs and Table 20, level of job in 1984. The career histories illustrate the sorts of jobs and future aspirations of craft trained women as well as some of the difficulties women can face in the industry.

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1. BACKGROUND

Sixteen per cent of women are employed at craft level in the industry and it is in this group that one of the occupations most commonly associated with women is found: reception.

2. CRAFT RESEARCH

Two studies of students leaving college with craft level qualifications throw some light on the reasons for women's concentration in particular craft careers. The first, the Craft Career Study, was conducted during 1975-8 and based on a sample of 1,220 students taking craft level courses at 27 colleges. The later Hotel and Catering Craft Students study drew a random sample of 1,655 people from those who had gained one or more craft qualifications in 1980. The participants were questioned in 1981 and again in 1984. Both these studies had similar findings and indicated little change in the position of women in the industry.

3. ENTRY QUALIFICATIONS

Both studies found there was a tendency for women craft students to be more highly qualified than men. Seventy one per cent of women had at least one GCE 'O' level compared with 58 per cent of men. The higher educational attainments of women reflect their predominence on housekeeping and reception courses, for which qualifications on entry are generally higher.

4. QUALIFICATIONS OBTAINED

Women predominated on cookery, and food and beverage service courses. Men were rare on hotel reception and, to a lesser extent, on housekeeping courses. On cookery courses the majority of mature students were women. This trend reflects women returning to work after raising a family.

5. JOB HUNTING

In the 1970's both women and men leaving full-time craft courses reported difficulty in finding employment. This was more so for women; 50 per cent of whom stated they had found it difficult to obtain employment compared with 26 per cent of the men.

However the later study found no significant difference in the ability of men and women to find jobs when using unemployment as the measure, though it did not ask how difficult job finding itself was.

On the whole more men than women had a tendency to use informal procedures for obtaining a job e.g. direct approach or personal contact (54 per cent to 37 per cent) while more women than men relied on the formal methods of advertisements, college careers service or agencies (61 per cent to 46 per cent).

6. FIRST JOB

Both studies found there were considerable divergences in the sectors in which women and men were initially employed. The 1975 study found that men generally predominated in restaurants and in hotel kitchens, whilst women predominated in hotel reception and public sector institutions. Nearly 80 per cent of men found their first job in private sector employment, whereas less than 50 per cent of women did.

The second study found that 43 per cent of men took jobs in hotels or guesthouses but only 21 per cent of women. The type of job entered tended to reflect qualifications gained. Thus reception was one area which women entered but no men. However four fifths of women were on non-reception courses. The most common area for them was food preparation and then service jobs outside the industry. Men were far more likely than women to enter food preparation jobs, though women were 69 per cent of full-time students on cookery courses.

Slightly fewer women than men entered a supervisory, management or craft position. Men were much more likely than women to enter a craft trainee position, whilst more women than men found employment in operative and 'other' jobs (see Table 19). Women's predominance in sub-craft jobs may indicate they had more difficulty finding employment or that they had pitched their aspirations lower than the men.

In their first jobs men had a slight tendency to earn more than women. In the 1981 survey 55 per cent of men but 66 per cent of women were earning £50 a week or less in 1981. Only 16 per cent of men and seven per cent of women were earning above £70 a week.

Table 18

Department of first job in 1980

	Food prep %	Food & bev serv %	Food prep/ serv %	Bars %	Recep-tion %	House-keep-ing %	Admin-istra-tion %	Gen-eral duties %	Other indust-ries %	All %
Men	70	13	3	2	0	0	2	5	6	100
Women	47	13	4	1	11	3	2	5	13	100
Total	53	13	4	2	8	2	2	5	11	100

Table 19

Level of first job in 1980

	Oper-ative %	Craft trainee %	Craft %	Sup/ managt %	Other & not classif %	All %
Men	12	42	19	17	10	100
Women	21	30	17	15	16	100
Total	19	34	17	16	14	100

Table 20

Level of jobs in 1984

	Oper-ative %	Craft trainee %	Craft %	Sup/ managt %	Other & not classif %	All %
Men	4	20	14	50	12	100
Women	10	23	10	31	26	100
Total	9	22	11	36	22	100

7. REASONS FOR LEAVING JOBS

The studies found that women and men tended to leave jobs for similar reasons. The most frequently cited reason was 'more salary' and equal proportions of women and men left for this reason. Better conditions and more experience were the next most popular reasons, but for a bigger proportion of men than women. Five per cent of women left because of marriage or pregnancy.

8. PROMOTION

There were differences between the promotion rates of women and men. Looking at all job moves the Craft Career study found that in the private sector 16 per cent of women had been promoted compared with 40 per cent of men: one woman for every two men. In the public sector there was little difference in the proportions of men and women promoted.

The Hotel and Catering Craft Students study analysed the sorts of positions trained craftspeople moved into after three years and found the numbers of men in supervisory or management positions increased three fold while the number of women at this level only increased two fold. However many women had moved into specialist positions.

In the same period (1981-1984) men's earnings had increased more than women's. In 1984 23 per cent of men earned less than £70 a week compared to 49 per cent of women.

There were also differences between women's and men's satisfaction with their progress. Thirty per cent of men said they had got on further than expected, compared with 18 per cent of women. After three years in the industry 70 per cent men were 'quite' or 'very' satisfied with their current jobs compared to 55 per cent of women.

9. ASPIRATIONS

Looking ahead two or three years, when they would have been out of college for five years, men tended to set their aspirations higher than women. Fifty five per cent of men hoped for a position at management/supervisory level compared with 39 per cent of women.

10. CAREER HISTORIES

The six career histories that follow give the flavour of the sorts of jobs women entered after leaving college and also illustrate some of the difficulties they can face in the industry. Career Histories 1 and 2 are of women who felt they faced discrimination in getting kitchen jobs; one is now working outside the industry and the other is unemployed. In contrast, the woman in Career History 3 had been informed by her college that it would be difficult for girls but she didn't find this and is now a chef de partie. The fourth case study is of a woman who returned to work after having children and would like to move up through the industry. Five and six are of women who although married are still working in the industry and are keen to progress.

CAREER HISTORY 1
CRAFT STUDENT

Job and personal details

Job title:	Computer operator
Sector:	Non hotel and catering
Age:	26
Marital status:	Single
Qualifications:	2 CSE grades 2/3 4 CSE grades 1 1980 705 General Catering 1980 706-1 Basic Cookery for the Catering Industry 1981 706-2 Cookery for the Catering Industry 1981 707-1 Food Service

Career outline

Janet left school with six CSEs and had several jobs working as an office clerk. She then decided upon a career in hotels and catering and embarked on a two year full-time craft course obtaining four City and Guilds qualifications (see above).

During her course Janet worked part-time as a waitress for a contract catering group in order to gain a little experience in the industry.

After leaving college Janet was unable to find work in the catering industry, which she believes was due to discrimination. Because of this she entered clerical work.

Janet has no intention of returning to the hotel and catering trade, and intends to stay in her present job where promotion prospects are good.

"... There still appears to be discrimination against girls in the catering industry (especially in the job line of chefs) despite good exam results.

"After writing to a number of catering establishments I was unable to find employment and so had to return to clerical work in order to gain full-time employment."

CAREER HISTORY 2
CRAFT STUDENT

Job and personal details

Job title: Unemployed

Age: 23

Marital status: Single

Qualifications:
5 CSE grades 2/3
1 CSE grade 1
1979 705 General Catering
1979 772 Communications Skills
1979 RIPHH
1980 706-2 Cookery for the Catering Industry
1980 707-2 Advanced Serving Techniques
1980 Basic and advanced patissiers

Career outline

On leaving school Michelle had six CSE passes, and went on to a two year full-time craft course, obtaining City and Guilds qualifications in food preparation and service.

After college Michelle started a job as a commis chef in a hotel working on the patissier side. After four months she left and took up another job as a commis chef in a hotel, but this time her job was mainly preparing salads. A year later she became a chef in a hotel and then changed to a head chef's job in a guesthouse. Her last job was as a chef in a restaurant. She found it difficult getting all her jobs because of a feeling amongst employers that women shouldn't have responsible positions in kitchens.

Currently she is unemployed because of an accident but hopes to come back to the industry and enter a management position in two to three years time.

"... In the jobs I got being a female did not help, and I had to really push the employer to give me a chance."

CAREER HISTORY 3
CRAFT STUDENT

Job and personal details

Job title:	Chef de partie
Sector:	Hotels
Age:	22
Marital status:	Single
Qualifications:	6 CSE grades 1 1979 772 Communications Skills 1979 705 General Catering 1979 706-1 Basic Cookery for the Catering Industry 1980 706-2 Cookery for the Catering Industry 1980 707-2 Advanced Serving Techniques 1980 707-3 Alcoholic Beverages 1980 RIPHH

Career outline

After gaining six CSE grade 1 passes at school Gillian went straight into full-time further education for two years to study for a career in hotels and catering. She left college with six City and Guilds qualifications and a RIPHH certificate in hygiene.

Gillian was slightly hesitant about entering the industry after being told by her college that "it may be difficult for girls". Nevertheless Gillian found a job as a commis chef in a hotel with little difficulty.

After a year Gillian was promoted to chef de partie then moved to a different hotel to occupy a similar position. She feels that her training and the fact that she stayed in one place were important to her career progress.

In the future Gillian would like a second chef position, and then would like to have her own catering business.

"... I feel I have been very surprised at the reception of females in the industry, unlike the college influence of 'it may be difficult for girls'; no real difficulties at all.

"Perhaps my college is one of a few but I don't think so: I was often told it would be hard for a girl to get on and I hadn't enough stamina but I consider my position a very good one and have had no trouble getting this position."

CAREER HISTORY 4
CRAFT STUDENT

Job and personal details

Job title:	Catering assistant
Sector:	Industrial catering
Age:	21
Marital status:	Married
Qualifications:	5 CSE grades 2/3 1 CSE grade 1 1982 706-1 Cookery for the Catering Industry, Part I 1982 707-1 Food and Beverage Service, Part I

Career outline

Amanda left school with six CSE passes and went on to study for two City and Guilds certificates in catering. At the same time she worked part-time in a restaurant preparing and serving food.

Amanda then started a second year of study for further qualifications but left to start a family.

After a year Amanda returned to part-time and casual work in the industrial catering sector. She currently works in a department store restaurant as a relief catering assistant and is involved in food preparation and food service.

At a later date she would like to take up a supervisory position in catering and would like to obtain training in this area.

CAREER HISTORY 5
CRAFT STUDENT

Job and personal details

Job title:	Waitress
Sector:	Education
Age:	23
Marital status:	Married
Qualifications:	3 CSE grades 2/3 3 CSE grades 1 1 'O' level 1979 705 General Catering 1980 707-2 Advanced Serving Techniques 1980 707-3 Alcoholic Beverages 1980 706-1 Basic Cookery for the Catering Industry 1980 NWRAC Pastry Cook & Patissier 1980 RIPHH

Career outline

Linda studied for a further two years full-time after leaving school with both GCE and CSE qualifications. On leaving college she had gained four City and Guilds qualifications, and certificates in health and hygiene and pastry work.

While at college she had worked part-time as a kitchen assistant in an industrial catering firm and as a silver service waitress for a contract caterer.

Finding work was difficult mainly because of a general unemployment problem in her locality.

Linda had also recently got married and felt that she had to get a job which would suit married life.

She eventually found a job as a waitress in the restaurant/cafe of a college.

In the future Linda hopes to start a family which would mean stopping work for at least a few years. Otherwise she will stay in her present job.

"... I have to have a job that would fit in with my married life, so industrial or school catering was what I was looking for.

"If I was not at home with a family in two or three years time I would hope to be in catering, possibly at my present job."

CAREER HISTORY 6
CRAFT STUDENT

Job and personal details

Job title:	Unit manageress (relief)
Sector:	Industrial catering
Age:	22
Marital status:	Married
Qualifications:	4 CSE grades 2/3 1 CSE grade 1 1 'O' level 1980 705 General Catering 1980 706-1 Basic Cookery for the Catering Industry 1981 706-2 Cookery for the Catering Industry 1981 707-1 Food Service 1981 707-2 Advanced Service Techniques 1981 707-3 Alcoholic Beverages

Career outline

After leaving college with five CSE passes and an 'O' level Jan started college to study food preparation and food service.

While at college she worked part-time during terms and full-time during the holidays. Two of her jobs were waitressing positions in restaurants, and the other was as a shop assistant.

Her first full-time job after leaving college was as an assistant cook in the school meals service where she stayed for two years. Her second and present job is as a general assistant in an industrial catering unit. However, at the time she completed the questionnaire she was working as a relief unit manageress.

She has not got on as far as she expected in the industry and thinks this is because she doesn't perform very well in interviews. She also transferred jobs when she moved home after getting married to avoid travelling 20 miles each day.

Recently she attended a chef's management course and hopes this will improve her chances of working as a unit manageress or manageress/cook.

PART SIX

WOMEN AT SUPERVISORY AND MANAGERIAL LEVEL

Part Six has drawn on the Board's research on supervisory and management students, evaluative data on the MSC's Graduate Development Scheme, which the Board administered, and the report, Women's Path to Management in the Hotel and Catering Industry. It examines entry qualifications, pre-college work experience (Tables 21 and 22), approach to finding jobs, first job after college (Tables 23 and 24), duties of first job (Table 25), earnings (Table 26), progress after one year, reasons for leaving first job (Table 27), characteristics and earnings of second job (Tables 28-30), aspirations, career break and sex stereotyping.

Appendix F gives a brief description of the methodology of the supervisory and management research.

The career histories illustrate the variety of jobs which diplomates, higher diplomates and graduates, as well as former NEBSS students entered on leaving college.

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1. BACKGROUND

Women make up nearly a half of all employed managers, over two thirds of supervisors and 40 per cent of working proprietors.

2. WOMEN AT COLLEGE

The study of supervisory and managerial careers was based on a sample of degree, higher national diploma, and ordinary national diploma students completing their courses in July 1984. Seventy two per cent of the sample were women. This is much more than the 50 per cent of women employed at these levels but does reflect the larger numbers of women than men who take higher educational qualifications in hotel and catering subjects, be it degree, HND or OND.

3. ENTRY QUALIFICATIONS

Both women and men had similar entry qualifications: an average of 5.7 'O' levels and 1.6 'A' levels for women; 5.8 'O' levels and 1.6 'A' levels for men.

4. PRE-COLLEGE WORK EXPERIENCE

Both sexes tended to have experience in hotel and catering work before and during college (in addition to formal industrial release) and for both women and men the most common position was either general assistant or waiting staff. There were however differences in some of the jobs held: no women had been employed as porters, and no men had worked as housekeepers, bursars or room attendants. More significantly 23 per cent of men had held a management post but only 11 per cent of women (see Table 21).

There was also some differences in the sectors in which women and men had gained work experience. Fifty four per cent of men worked in hotels but only 38 per cent of women. Women tended to work in restaurants, cafes, pubs or wine bars (see Table 22).

Table 21

Type of pre-college job

	Women %	Men %	Total %	Numbers
Management, including trainee or assistant	11	23	14	52
Supervisor	2	3	2	8
Chef/assistant chef	9	9	9	33
General assistant	26	27	26	95
Waitress	32	29	31	115
Bartender	10	11	10	38
Housekeeper/bursar	3	0	2	7
Maid/room attendant	1	0	1	3
Receptionist	1	1	1	3
Cashier	1	0	1	2
Porter	0	5	1	5
Sales assistant	1	1	1	4
Training executive	*	0	1	1
Non hotel & catering	3	2	2	9
All	100	100	100	
Numbers	273	94		367

Table 22

Sector of longest pre-college job

Sector	Women %	Men %	Total %	Numbers
Hotels	38	54	42	159
Restaurant/cafes	19	13	17	65
Fast food	1	2	1	4
Clubs	4	7	5	17
Pub/wine bars	16	7	14	51
Industrial catering	4	3	4	14
Contract catering	5	5	5	18
Education	1	0	1	3
DHSS	3	3	3	11
Armed forces	2	0	1	4
Other hotel & catering	2	1	1	5
Non hotel & catering	6	7	6	24
All	100	100	100	
Numbers	273	104	377	

5. JOB HUNTING

Men were more likely than women to apply for only one job (28 per cent compared to 17 per cent). A fifth of women applied for 20 or more jobs. On the one hand this may indicate men are more successful in finding employment but on the other that women were choosier in their first jobs.

There were some differences in the methods women and men relied on to obtain jobs. Hotel and catering publications were the most frequently used method by both women and men (for their job advertisements). The next favoured method for women was the national and local press, and then making their own approaches to employers. For men using industry contacts came next followed by approaches to potential employers. Both men and women used a combination of direct personal and indirect approaches. (This contrasts with the pattern at craft level - see Part Five - where women were more likely to use formal sources, perhaps because craft women have lower levels of self confidence than women on management courses.)

6. FIRST JOB

Over half of all men entered the industry in a management position: as a trainee, an assistant or a manager. In contrast only a third of women entered at this level. Only two per cent of men entered a position within housekeeping or front office, compared with 19 per cent of women (see Table 23). As stated earlier men were twice as likely as women to have previous work experience as a manager and this may have influenced the positions they were able to obtain on leaving college.

Degrees

However, there were considerable differences in position attained according to vocational qualification gained at college. Similar proportions of women and men graduates (degrees in hotel, catering and institutional management) obtained trainee management positions, although men were a great deal more likely to gain either management or assistant management positions: 35 per cent compared to 19 per cent. Women graduates were twice as likely as their male counterparts to attain a job outside the industry.

Higher national diplomas

Of higher diplomates, similar proportions of women and men entered management positions, but men were much more likely to enter either assistant or trainee management posts: 52 per cent compared to 32 per cent.

Ordinary national diplomas

Of all the qualification levels, women national diplomates were the most likely to enter first jobs at a similar level to their male counterparts. Men were, however, more likely than women to obtain a trainee management position: 24 per cent compared to 17 per cent.

Table 23

First job by panel groups

	Degree		Higher National Diploma		Ordinary National Diploma		Total	
	Women	Men	Women	Men	Women	Men	Women	Men
	%	%	%	%	%	%	%	%
Trainee manager	28	31	20	33	17	24	20	29
Assistant manager	16	25	12	19	7	3	10	17
Manager	3	10	12	10	2	7	4	9
Supervisor	4	4	2	10	7	3	6	5
Chef	3	0	5	0	7	7	8	2
Assistant chef	2	2	0	0	2	7	3	3
General/catering assistant	3	2	7	5	14	7	8	4
Waitress	1	2	7	10	8	21	5	9
Bartender	1	0	3	0	1	3	1	1
Housekeeper	0	0	5	0	7	0	4	0
Assistant bursar	6	0	8	5	5	0	6	1
Maid	2	0	0	0	5	0	2	0
Receptionist	3	0	3	5	5	0	4	1
Reservationist	2	0	0	0	4	0	1	0
Cashier	0	0	2	0	1	0	1	0
Steward	0	2	2	5	2	0	1	2
Training executive	1	0	2	0	0	0	1	0
Sales/marketing executive	2	4	2	0	3	10	2	5
Trainee accountant	6	4	5	0	1	0	4	2
Other hotel & catering	1	6	0	0	0	3	*	4
Non hotel & catering	14	6	3	0	0	3	9	4
All	100	100	100	100	100	100	100	100
Numbers	98	49	60	21	108	29	289	99

To some extent sector of first job reflected the sectoral divisions outlined in Part Two. Fifty three per cent of men and 38 per cent of women entered hotels. Women were slightly more likely than men to enter industrial catering (nine per cent to three per cent) or move out of the industry altogether (15 per cent to 12 per cent) (see Table 24). The proportions of women and men entering the hotel sector almost exactly reflects the proportions who had pre-college experience in this sector.

Table 24

Sector of first job

	Degree		Higher National Diploma		Ordinary National Diploma		Total	
	Women %	Men %	Women %	Men %	Women %	Men %	Women %	Men %
Hotels	27	48	49	67	43	52	38	53
Restaurants/cafes	9	13	10	0	11	14	10	10
Fast food	1	0	3	0	0	0	1	0
Clubs	1	2	3	5	0	0	1	2
Pubs/wine bars	8	2	0	0	8	7	6	3
Industrial catering	3	4	8	5	15	0	9	3
Contract catering	6	2	5	0	4	7	5	3
Education	5	0	3	10	2	3	3	3
DHSS	9	4	7	5	4	0	7	3
Armed forces	1	0	0	0	4	0	*	0
Hotel & catering related	4	6	0	0	4	10	3	5
Non hotel & catering	24	19	10	10	10	6	15	12
Numbers	96	48	59	21	105	29	260	98
All	100	100	100	100	100	100	100	100

7. DUTIES OF FIRST JOB

Women and men had a large variety of duties in their first jobs ranging from food preparation to stock control to supervision and management. The most interesting divergence between the duties of women and men was that women were more likely than men to be involved in food preparation, which reflects women's predominance in general assistant positions. There was a tendency for more women than men to be in front office, housekeeping and accounts (see Table 25).

Table 25

Duties of first job*

	Women	Men	Total	Numbers
	%	%	%	
Food preparation	20	10	17	61
Food service	20	17	20	72
Beverage service	10	12	11	38
Front office	10	2	8	27
Housekeeping	10	2	8	27
Administration	11	7	10	36
Stock control	8	8	8	28
Accounts	15	10	14	50
Marketing	3	3	3	12
Customer relations	4	2	3	12
Personnel/training	6	8	6	23
Supervision	22	18	21	75
General management	19	24	20	73
All departments	11	20	14	49
Other hotel & catering	3	4	3	12
Non hotel & catering	3	2	3	10
Numbers of respondents	261	98		359
Numbers of responses	491	167		605

* These percentages add vertically and total more than 100 per cent.

8. EARNINGS IN FIRST JOB

On leaving college, the basic salary of former management students encompassed a large range; a few women earning as little as £18 a week, and at the other end a man earning £212. Overall, there was only a very slight tendency for men to earn more than women; 59 per cent of women and 61 per cent of men earned between £51 and £100 per week.

Table 26

Basic wages per week in first job

£	Women %	Men %	Total %	Numbers
1 - 50 ..	12	17	11	41
51 - 75	27	22	25	90
76 -100	32	39	33	118
101-125	16	14	16	56
126-150	10	11	11	38
151-175	2	3	2	8
176-200	*	4	1	4
201-225	0	1	*	1
Not known	1	0	0	3
All	100	100	100	
Numbers	260	98		358

9. PROGRESS AFTER ONE YEAR

After one year in the industry 72 per cent of men and 65 per cent of women had left their first job. Only one per cent of women had left to have children. This evidence suggests that women are not more likely than men to leave their jobs, and that very few women leave after a year to have children.

Similar proportions of men (28 per cent) and women (21 per cent) left because their initial job had been temporary or part-time. Men tended to leave because of positive 'pull' factors; 52 per cent left their first job because of promotion, offer of a better job or transfer. Only 24 per cent of women left for these reasons. Women were a great deal more likely than men to leave because they saw no prospects in their present job. After a year in the industry more men than women were moving upward through the ranks (see Table 27).

Table 27

Reasons for leaving first job

Reason for leaving	Women %	Men %	Numbers
Part-time or temporary	23	30	61
Promotion - same company	15	26	45
Promotion - different company	6	15	21
No prospects	18	8	37
Poor training	6	5	15
Poor money	6	5	18
To gain further training	3	5	10
Personal, including international travel	13	3	25
Transfer	3	11	14
For better conditions	8	1	14
To learn different skills	5	4	11
Excessive hours	8	3	19
Not suited	3	1	6
Redundancy	1	0	2
Total of responses	210	88	298
Total of respondents	173	73	246

* Percentages on base of 259 and therefore total more than 100 per cent.

10. SECOND JOB

After one job change and at least a year in the industry men were more likely to have advanced to a management position than women. Fifty five per cent of men's second jobs were in management or assistant management positions, but only 33 per cent of women's (compared with 26 per cent and 14 per cent respectively employed at this level on leaving college).

Degrees

Sixteen per cent of men compared to 14 per cent of women graduates were employed in management positions and slightly more women (six per cent) than men (three per cent) were trainee managers. However the gap between women and men graduates employed at assistant management level had widened considerably, compared to the first job: 47 per cent of men, 31 per cent of women.

Higher national diplomas

Similar proportions of male and female higher diplomates were employed in management jobs after leaving college. In their second job however, the proportion of men over women increased so that 25 per cent of men were managers but only 16 per cent of women. The proportion of male assistant managers had also increased more rapidly (from 19 to 44 per cent) than the proportion of female assistant managers (from 12 to 27 per cent).

Ordinary national diplomas

More male ordinary national diplomates than female were employed in their second jobs at all management levels (54 per cent men, 22 per cent women) and the gap between men and women had widened considerably since their first job (34 per cent men, 26 per cent women).

Table 28

Second job by panel groups

	Degree		Higher National Diploma		Ordinary National Diploma		Total	
	Women	Men	Women	Men	Women	Men	Women	Men
	%	%	%	%	%	%	%	%
Trainee manager	6	3	8	6	5	24	6	9
Assistant manager	33	47	27	44	12	18	23	38
Manager	14	16	16	25	5	12	11	17
Supervisor	0	3	11	0	9	6	3	3
Chef	4	0	3	0	10	18	6	5
Assistant chef	8	0	0	6	3	0	4	2
General/catering assistant	2	0	5	0	3	6	3	2
Waitress	4	3	0	6	9	6	5	5
Bartender	0	0	0	0	2	0	1	0
Housekeeper	2	0	0	0	7	0	3	0
Assistant bursar	4	3	0	6	3	0	3	3
Maid	0	0	0	0	3	0	1	0
Receptionist	2	3	11	0	2	0	5	2
Reservationist	0	0	3	0	0	0	1	0
Steward	2	0	0	6	0	0	1	2
Training executive	0	3	3	0	0	0	1	2
Sales/marketing executive	4	0	3	0	7	12	5	3
Trainee accountant	2	6	3	0	2	0	2	3
Non hotel & catering	14	9	5	0	12	0	11	5
Self-employed	0	3	3	0	2	0	1	2
All	100	100	100	100	100	100	100	100
Numbers	67	32	37	16	59	17	147	65

The proportion of men working in the main commercial and subsidiary sectors in first and second jobs remained static and there was little movement within each sector. However, the proportion of women whose second job was in the main commercial sectors fell, with them moving to the subsidiary sectors and outside the industry altogether. Most of this movement was from hotels.

Table 29

Sector of first and second jobs

	Women		Men	
	1st	2nd	1st	2nd
	%	%	%	%
Hotels	38	28	53	54
Restaurants/cafes	10	9	10	9
Fast food	1	0	0	2
Clubs	1	1	2	3
Pubs/wine bars	6	6	3	5
Industrial catering	9	11	3	2
Contract catering	5	4	3	5
Education	3	6	3	5
DHSS	7	7	3	3
Armed forces	*	1	0	0
Other hotel and catering	3	5	5	0
Non hotel and catering	15	20	12	14
Don't know	0	2		
All	100	100	100	100
Numbers	260	148	98	65

11. EARNINGS IN SECOND JOB

In their second job, 11 per cent of men earned less than £51 a week and 19 per cent of women. Conversely, no women earned above £200 a week although three per cent of men did. There was still a slight tendency for men to earn more than women in their second job, with women clustered in the £1-£125 band and men in the £76-£225 band. (Data is not available on wage movements within the same job.)

Table 30

Basic wages per week in second job (compared to first job)

	Women		Men	
£	%	change	%	change
1 - 50	19	+7	11	+1
51 - 75	18	-9	11	+10
76 - 100	24	-8	25	+11
101 - 125	21	+5	26	+12
126 - 150	11	+1	11	0
151 - 175	3	+1	12	+10
176 - 200	4	+4	2	+1
201 - 225	0	0	3	+3
Not known	0	-1	0	0
All	100	100	100	100
Numbers	57		65	

12. ASPIRATIONS

Fifty per cent of men expressed a preference to stay in the main commercial sectors in the long term and 42 per cent wanted to work specifically in the hotel sector. Of the rest, 27 per cent didn't have a strong preference for any particular sector and another nine per cent wanted to leave the industry. Slightly over a third of women expressed a preference to stay in the main commercial sectors; 17 per cent wished to work in the subsidiary sectors, particularly in contract catering, and 14 per cent of women wanted to move outside the industry. Women were also much less likely than men to want to enter a general management position, 31 per cent compared to 59 per cent.

13. WOMEN MANAGERS AND THE CAREER BREAK

Indications from the supervisory and managerial career survey and the evaluation of the MSC Graduate Development Scheme, suggest that some women do leave the industry for child care reasons but like most women in other industries do return to paid work.

Of the 70 women who took part in the evaluation of the Graduate Development Scheme 11 voluntarily mentioned they intended having a family when asked about their career progression over the next 10 to 15 years and all but one said they would definitely be returning to work in the future. At the expected time of their career break, most of these women would have had at least ten years work experience in the industry. Studies on women's career breaks indicate women will only be out of the workforce for around seven years while forming a family, so these women are likely to have another 20 years of further employment once they return to work*.

Of the 384 women in the supervisory and managerial career study, only three (less than one per cent) of those who had taken a degree or diploma had left to have children during their first two years of work in the industry. (Another woman left because of disagreement with the management and then "decided to become pregnant".) Of these women, one is now looking for paid work, another intends to return to work once her baby is a year old, another intends to work part-time at home and the fourth is studying for an MSc degree.

These studies indicate most qualified women are choosing to have children once they have established their careers, that most will be returning to some form of paid work, and that the career break is shortening. Appendix G outlines recent research which demonstrates the shortening of the career break and women's employment patterns.

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* Joshi H & Owen, Centre for Population Studies Working Paper, 81-3, August 1981.

14. WOMEN MANAGERS' EXPERIENCE OF SEX-STEREOTYPING IN JOBS

The women and men interviewed in the Women's Path to Management study, whilst in general agreement that the industry offered opportunities for both sexes, felt that institutional catering offered the most satisfactory career route for women. Women seemed to be attracted to this sector because it offered opportunities to combine home and work more easily than for example, the hotel sector.

Within the hotel sector, opportunities for women were seen to lie mainly in housekeeping, personnel, sales and marketing fields. Some women saw hotels as almost divided into two sides; one consisting of food and beverage, the other of front office.

> "All women tend to go to front office and boys tend to go to food and beverage ... i.e. the two sides think of themselves as the nerve centre of the hotel - seems to be divided into two teams."

Women respondents made various suggestions to explain this occupational split. Some saw it as a reflection of the chauvinism and traditionalism of the industry. Others said it was because women disliked getting their hands dirty or could not move heavy items. Others believed it was because women tended to channel themselves into those jobs which seemed to best utilise their highly developed personal and social skills, e.g. being able to deal with people in a sensitive and caring manner. Others thought the tendency for women to enter certain areas was connected to the expectations of managers and customers that certain jobs, particularly in hotel front offices, were seen to be more appropriate for women.

The issue of sex discrimination was not dealt with in the supervisory and managerial career study. Nevertheless a few female respondents mentioned some of the particular difficulties women can face in response to the question "Is there anything else you would like to say about working in the hotel and catering industry?"

One respondent, now a corporate sales executive said:

> "It is a very satisfying and varied career, but can be difficult for women, as there appears to be an awful amount of chauvinism in higher management. Unfortunately only the strong survive and it is a shame. I have seen so many of my friends leave the industry because of very low pay and very hard career progression paths.
>
> Sales luckily is a good career for women and I am lucky to be doing well in my chosen career."

This respondent transferred to sales after joining the industry as a management trainee. Another woman who entered the industry at age 17 as a trainee cook and moved up to her present position as an area catering manager by studying part-time, said:

> "I feel that age and plans for a family are the greatest threats to my career progression."

15. CAREER HISTORIES

The 12 career histories that follow give an indication of both the variety of jobs women enter as well as their tendency to do less well than men and to enter the subsidiary sectors. Career Histories 1-3 are of BTEC diploma students; one a trainee manager, one a barmaid and the other unemployed at the time of the survey. A self-employed caterer who gained her Ordinary National Diploma is profiled in Career History 4. A trainee assistant manager and a food supervisor in a hospital, both with Higher National Diplomas are the subjects of Career Histories 5 and 6. Degree students are covered in Career Histories 7-9: one a receptionist, one an assistant catering manager and the third a head housekeeper.

Career Histories 10-12 are of women with supervisory qualifications. A sample of people who gained a National Examinations Board for Supervisory Studies certificate or diploma in 1984 were included as part of the management survey (66 per cent of these students were women).

Some of the women in the survey had studied NEBSS after previously gaining City and Guilds qualifications. Others had used it as a passage to better jobs when returning to the workforce after a break for child care. These returners had previous jobs in other industries including typist, metallurgist, receptionist, bank clerk, teacher and sales assistant and were able to bring a level of maturity and experience not found in other recruits.

CAREER HISTORY 1
BTEC DIPLOMA STUDENT

Job and personal details

Job title: Trainee manager

Sector: Hotels

Age: 19

Marital status: Single

Qualifications: 3 CSE grades 2/3
1 CSE grade 1
3 'O' levels
1984 BTEC in Hotel, Catering and Institutional Operations

Career outline

While at college Jill had several part-time jobs including one as a cook at an army camp and another as a waitress in a restaurant. She also worked outside the industry.

After leaving college she applied for 20 jobs using various methods e.g. careers service, contacts within the industry, responding to advertisements in the industry and general press.

She is still in her first job, as a trainee manager in a hotel. Her duties vary:

"...I started work in October 1984. My first duty was to work in the restaurant. When I came back after Christmas I was moved to the bar as well as chamber-maiding upstairs. Two to three months later I progressed to reception.

"I now work in a variety of places during one day. I also do 'closes'. This means I go on and take over the bar at 1 a.m. and stay up until everyone goes to bed. I have to put the till away in the safe and check that all windows and doors are secure and locked.

"When I'm on closes I am also on call throughout the night, so when I work nights I've got another bit of responsibility.

"As I have stated above I have no main duties as they tend to lapse into a variety. It varies depending on the time of year and the present staff working."

Jill would like to be in a managerial position in the next year or two, and then buy her own establishment.

CAREER HISTORY 2
BTEC DIPLOMA STUDENT

Job and personal details

Job title: Bar maid

Type of operation: Public house on holiday camp

Age: 20

Marital status: Single

Qualifications: 1 CSE grade 4
2 CSE grades 2/3
4 'O' levels
1984 BTEC Diploma in Hotel, Catering and Institutional Operations

Career outline

While at college Jane worked as a barmaid in a public house on a holiday camp. Her main duties were serving alcohol and soft drinks, taking cash and keeping the bar area clean and tidy.

After finishing her course Jane found out about her first job through a friend of the family. The position was as a commis chef in a hotel and her main duty was preparing and cooking food for the restaurant, buffets, and banquets.

Jane left this job because of harassment from another staff member and took up a temporary position as a sales assistant in a jewellers shop. She then found another job as a sales assistant in a clothing shop. As well as selling goods and giving change she was involved in the display of goods and stock control.

Her fourth and present job is as a barmaid in a holiday camp. Duties in this job are very varied, from beverage service to cleaning to food preparation and cooking.

In another five years Jane would like to hold a managerial or supervisory position.

CAREER HISTORY 3
BTEC DIPLOMA STUDENT

Job and personal details

Job title: Unemployed

Age: 20

Marital status: Single

Qualifications:
3 CSE grades 2/3
3 CSE grades 1
2 'O' levels
1982 C&G 364 Numeracy
1984 BTEC Diploma in Hotel, Catering and Institutional Operations
1985 Italian (night school)

Career outline

Debra had no work experience when she left college and found it quite difficult to get employment in her local area of Merseyside.

Her first job was as a silver service waitress in a guesthouse, where she also prepared food for breakfasts.

She left this job to work in Italy at a skiing hotel as a waitress/receptionist. She waited during lunch and dinner and assisted on reception at night. Her basic salary was £40 a week and she also had free accommodation and free food, as well as skiing. When the hotel closed at the end of the season, Debra was offered a job for the next season if she wished it.

At the time of completing the questionnaire Debra was looking for a job as either an assistant head waitress, receptionist or trainee manager. In the longer term she would like a management position in either a restaurant or reception area.

CAREER HISTORY 4
OND STUDENT

Job and personal details

Job title: Self-employed caterer

Type of operation: Sandwich bar

Age: 22

Marital status: Single

Qualifications:
1 CSE grade 2/3
1 CSE grade 1
4 'O' levels
1983 OND in Hotel, Catering and Institutional Operations
1983 Wine and Spirit Education Trust Certificate

Career outline

After leaving school Susan worked part-time as a shop assistant in a health food shop and on her holidays worked as a crew member at McDonalds and also as a painter/decorator. She had two industrial release placements while at college. The first was at a workplace catering department where she was involved in all aspects of the operation including management, bar, kitchens, restaurant and vending. Her second placement was at a central London hotel where she mainly worked in housekeeping and reception.

On leaving college she applied for 12 jobs and had an interview for one of these. Her first job was as a trainee catering manager in the catering unit of a financial establishment. Her duties included ordering, menu planning, dealing with staff and clients, cashiering and costing. Susan left this job because of frustration with the management and high travelling expenses.

After this experience she set herself up as a self-employed caterer for a sandwich bar. As well as making sandwiches for the bar she also catered for other functions. In two or three years time she wants to use this experience to buy and run her own coffee bar.

CAREER HISTORY 5
OND/HND STUDENT

Job and personal details

Job title: Trainee assistant manager

Sector: Hotels

Age: 24

Marital status: Single

Qualifications: 4 CSE grades 2/3
1 CSE grade 1
6 'O' levels
1981 OND in Hotel, Catering and Institutional Operations
1984 HND in Hotel and Catering Administration

Career outline

While on her OND course Elaine spent two weeks with an industrial caterer, mainly waiting and washing dishes. She also spent three weeks as a chambermaid/bar maid at an educational establishment.

"... When I finished the OND I wrote 75 letters for full-time jobs - the only job I was offered was a summer job in Norway. So I went back to college in the September of that year, for another three years. When I finished the HND I wrote approximately 80 job letters."

Elaine had three interviews and her first position was as a trainee assistant manager in a hotel, though her duties were mainly restricted to waitressing, and serving at the bars and functions. She eventually left because she felt she was being treated poorly.

"... We did 95 hours a week with no overtime pay. There was no real training programme. I asked again and again to be shown the paperwork, reception, cellar, bar accounts for head office - no one wanted to know."

Her second job was as a restaurant manager in a hotel. Her main duties were upgrading cleanliness in the restaurant and the training of young casual staff. Again she left this job because of little job satisfaction.

"... No co-operation from the owner/manager. Casual staff did not materialise. Impossible to do any upgrading - no money from manager and no staff to help."

After that job she started work at her parents' hotel, where she still is. Owning her own hotel is her ultimate goal.

"... I am very disillusioned by large hotels. I may go through welfare/industrial catering first."

CAREER HISTORY 6
HND STUDENT

Job and personal details

Job title:	Food supervisor
Sector:	Hospitals
Age:	22
Marital status:	Cohabiting
Qualifications:	9 'O' levels 3 'A' levels 1984 HND in Hotel and Catering Administration

Career outline

Fiona had a great deal of work experience prior to leaving college. She had various part-time positions as a waitress, barmaid, chef, and restaurant supervisor, and in several types of establishment including holiday camp, pub, and restaurant. While at college she had two work placements, one at a hotel and the other with an industrial caterer.

On leaving college she applied for around 20 jobs and had interviews for four of these.

She eventually started a job as an assistant manager in a hotel. As well as being the duty manager for the entire hotel, she looked after the functions department. She eventually left this job because she was not happy.

"... I was rebuked for having long hair and not wearing make-up - this and low salary and long hours of hard work and no thanks led me to hand in my notice."

Her second and present position is as a food supervisor in a hospital catering department. This job involves the supervision of the service of meals and collecting and checking menus.

CAREER HISTORY 7
DEGREE STUDENT

Job and personal details

Job title:	Receptionist/hostess
Sector:	Restaurants
Age:	24
Marital status:	Single
Qualifications:	6 'O' levels 2 'A' levels BSc(Hons) Modular catering degree

Career outline

Pamela had an interest in catering since school, working as a kitchen assistant and in a pub part-time during term, and full-time during holidays. While at college she had several different jobs including waitress, cashier, bar food person, floor manager, soda chef and catering assistant. These positions were also in a variety of establishments: industrial canteen, semi-fast food and a wine bar.

After leaving college she wanted a position which had management training and/or management potential. At her first job in a very busy central London restaurant she was employed as a waitress with some reception and trainee management duties. Her duties were taking orders, clearing food, food preparation (especially sweets), seating plans, rotas, and making up bills. She left the job because of dissatisfaction.

"... Management training slow and erratic, unkept promises about job prospects, promotion and opportunities. Company expansion slow (all talk, no action)."

Her second job was as a receptionist/hostess in a restaurant. Although she was still being trained when she completed the questionnaire, her main duties were making seating plans, greeting customers and looking after the switchboard.

Eventually Pamela would like to have her own restaurant but the main obstacle to this is the low wages and the difficulty of obtaining experience in the style of catering which interests her. Because of these problems she is considering moving out of the industry to either advertising or public relations work.

CAREER HISTORY 8
DEGREE STUDENT

Job and personal details

Job title:	Assistant catering manager
Sector:	Hospitals
Age:	22
Marital status:	Single
Qualifications:	9 'O' levels 3 'A' levels 1983 Red Cross first aid 1984 BSc(Hons) Institutional Management

Career outline

Prior to leaving college Sarah had worked as a general assistant in a hotel, a hospital and a school canteen. She also had a job as a shop assistant.

After leaving college she initially wanted temporary work and found her first job as a clerical assistant in the Civil Service, her second as a sales assistant and her third in another clerical position in the Civil Service.

Her first permanent job was as an assistant catering manager in a hospital. Her main duties were running the catering department in the hospital and organising and planning the kitchen duties for a new hospital.

She has now been offered an executive officer position in the Civil Service and hopes to start this as soon as possible.

CAREER HISTORY 9
DEGREE STUDENT

Job and personal details

Job title:	Head housekeeper
Sector:	Hotels
Age:	22
Marital status:	Single
Qualifications:	9 'O' levels 1981 BEC National Diploma in Business Studies 1984 BSc(Hons) Institutional Management

Career outline

While at college Carolyn worked at different times as a kitchen assistant, waitress and head chef in various establishments including a public house, school, hotel and restaurant. These jobs gave her experience in food preparation, food and beverage service, stock control, restaurants, bars, kitchens and housekeeping.

She applied for three jobs after leaving college and was interviewed for one. She is still in her first job: head housekeeper in a three star hotel. Her duties include supervision of the cleaning of 64 bedrooms, plus public areas, and responsibility for linen.

Carolyn would eventually like to be a general manager, and feels that to achieve this position she will need front office and reception experience, as this is the one area in which she has not worked.

CAREER HISTORY 10
NEBSS STUDENT

Job and personal details

Job title: Relief unit manager

Sector: Contract catering

Age: 46

Marital status: Married

Qualifications: 7 'O' levels (equivalent)
1956 150 Catering Trades Basic Training
1957 151 Cookery for Hotels and Catering Establishments
1951 HCI Intermediate Waiting
1961 HCI Associate Membership Examination
1984 NEBSS Certificate
1985 NEBSS Diploma

Career outline

As soon as she left school Alison entered college to gain catering qualifications. Her first job was as an assistant hospital diet cook. In this position her main duties were assisting with the preparation of special diets for over 100 patients and taking charge of the kitchen in the absence of the cook.

Alison's second job was as a cook/housekeeper in an educational institution. She left this job to have a family.

After her career break Alison returned to the industry and spent nine years working for the school meals service. It was while in this job that she studied for and gained her NEBSS certificate and diploma.

Alison has since joined a contract catering group as a relief manager and hopes to be in charge of her own unit in the near future.

CAREER HISTORY 11
NEBSS STUDENT

Job and personal details

Job title: Receptionist

Sector: Armed forces

Age: 52

Marital status: Married

Qualifications: Cambridge School Certificate
1973 706-1 Basic Cookery for the Catering Industry
1979 706-2 Cookery for the Catering Industry
1984 NEBSS Certificate
1985 'O' level English

Career outline

Jean left school over 35 years ago after gaining her Cambridge School Certificate in six subjects and began work as a metallurgist in a steel works. She left this job to have a family and after six years returned to full-time employment, entering the hotel and catering industry as a cook.

After a few years in this job she worked in a private home and then obtained another cooking position in a school. Her main duties were preparing lunches, teas and suppers for 90 boys. While there she was able to take City and Guilds 706-1 and 706-2 Cookery for the Catering Industry.

Shortly after obtaining her 706-2, management decided to close the central kitchen and she found a new job as a confectioner in a retail bakery. She left after a short time because she felt the management was too impersonal.

A position as a mess hand at the Ministry of Defence was her next job, which she took because the money and hours were better than those for cooks. After this Jean transferred to a different job in the MOD as a receptionist and studied for her NEBSS certificate.

CAREER HISTORY 12
NEBSS STUDENT

Job and personal details

Job title:	Head receptionist
Sector:	Hotels/country clubs
Age:	22
Marital status:	Single
Qualifications:	4 'O' levels 1981 709 Hotel Reception 1981 RSA Stage I typing 1984 NEBSS Certificate
Training:	On-Job Training Certificate (TSI)

Career outline

After leaving school Carol had several temporary but full-time jobs. These included: shop assistants, clerical assistant and au pair.

After gaining her NEBSS certificate she applied for six positions and started a job as a reservation clerk in a central London hotel. She left this job to gain more experience and knowledge of the hotel trade.

Her second job was as a general assistant in a hotel closer to her home. The main duties of this job were waitressing, bar work, breakfast cooking and reception. She earned £45 per week and had free accommodation. In order to increase her knowledge and gain experience at supervisory level she changed jobs.

In her third job as a unit manageress in a motorway service area Carol was responsible for the efficient running of a shift, handling cash, administering time sheets and disciplining staff when needed. After some time in this job she decided to return to the hotel trade as she enjoyed the greater degree of personal contact with customers.

Carol's present job is as the head receptionist in a club and her main duties are supervising the hotel and sports reception areas. In October 1985 she was earning £102 per week plus meals on duty and free use of sports facilities.

PART SEVEN

MSC GRADUATE DEVELOPMENT SCHEME FOR WOMEN MANAGERS

1. INTRODUCTION

The Graduate Development Scheme funded by the Manpower Services Commission and administered by the Hotel and Catering Training Board was designed to encourage the training and development of women managers in the commercial sectors of the industry. The scheme was a response to research which showed women were under-represented at middle and senior management levels in the industry, but particularly in the hotel, restaurant and licensed trade sectors.

The scheme functioned by awarding a one year training grant of £1,250 to the employer of each woman selected. The training programme for each candidate was discussed by the employing organisation and the Training Board at the beginning of the year and evaluated by the Board at its close. In addition a postal questionnaire was sent to all women who participated in the scheme in order to gauge more fully the scheme's effect on their career paths. The information from the questionnaire has been used in this section.

2. CAREER PATHS

Over the three years in which the scheme ran, 106 women were selected to participate, 68 per cent from the hotel sector, 20 per cent from restaurants and the balance from the licensed trade. Over half the women were aged 21-23 years, about a third 24-26 years and the balance 27 years or over.

When selected for the scheme most women had some management responsibility or were on a management oriented career path. Most of the women's management positions were in operational areas, but a significant number had training and personnel duties.

Over 80 per cent of women had won an advantageous job change during the three years, and all but three of those who hadn't changed jobs experienced favourable alterations in either activities, hours of work or level of staff responsibilities. A third of women felt the programme had helped a great deal to further their careers and another 39 per cent felt it had made some difference.

3. FUTURE ASPIRATIONS

Thirty per cent of the women who participated in the scheme said they would eventually like to become self-employed. About 13 per cent wished to enter operations management and another 27 per cent specified personnel and training as the area they would eventually like to work in. Since initial participation on the scheme there has been a tendency for the women involved to move away from operations into specialised training and personnel functions.

The scheme also contributed to the women feeling more definite about their careers and more assured of meeting career goals in the future. Since the programme has come to a close, two self-help networks have been

established, and there is a high degree of willingness amongst women to act as role models and mentors for young women entering the industry.

4. THE YEAR'S PROGRAMME

The scheme not only provided money for women to take off-job training but also encouraged companies to give women on-the-job learning experiences. This approach was of key importance and the ensuing flexibility meant women could fit training into the often hectic and fluctuating demands of the workplace.

5. OFF-THE-JOB TRAINING

On the whole, the agreed training programmes covered a wide range of skill areas. They were designed to be flexible and meet the particular training needs of each individual and employing organisation. The suggested modules for each training programme included sales, marketing, personnel/training, management services, head office accounting, decision making processes, industrial relations, new technology, and leadership and motivation.

Personnel and training was the most common area in which women undertook training followed by leadership and motivation. Also popular were courses on head office accounting and decision making. Participants also attended a variety of other courses including specialist operational courses, such as catering skills, front of house, financial planning, public relations and "people" management.

The Training Board's Open Learning package Using Technology to Aid Management Decision Making was used by one woman. She found it useful for both the basic training and keyboard experience it gave her. More significantly, studying the package helped her to contribute positively to decisions about the installation of a new computer system in her hotel.

In addition to the formalised training programme agreed between employer and the Training Board each woman also took part in a compulsory three day course designed especially for women on the scheme.

The course included three main elements:

(a) The problems of transition
(b) Career/life planning
(c) Assertiveness training.

Sixty seven per cent of women found the course extremely useful or very useful. The balance thought the course had been fairly useful. (None thought it not at all useful.) The course not only taught the women new skills and gave them time to look at their jobs and career prospects, but they found it gave them a chance to get to know each other and build new contacts in the industry.

Overall then, these women's training programmes were flexible and increased skill knowledge in a variety of areas. Rather than having an operational bias however, the emphasis was on transferable management skills, i.e. personnel, training, planning and leadership.

6. ON-THE-JOB LEARNING

The other major component of the scheme was an emphasis on on-the-job learning through projects or developing specialist areas of responsibility. For most women this learning was designed to complement their off-the-job training or take advantage of changes in their workplace. It also reflected some women's propensity to prefer on-the-job learning to off-job training.

The variety of the on-the-job training is illustrated by four of the projects carried out (others are listed in Appendix H):

- As a trainee auditor one woman looked into the financial feasibility of implementing new systems for purveying tobacco produce in licensed houses.

- A senior assistant manager in a hotel chain worked with head office accounting and computing personnel to set up systems for seven new hotels. She also developed a training programme for all staff up to, but not including supervisors.

- A banqueting and services manager developed a post-personnel induction pack for new staff within her own department.

- Another training manager completed a training plan for assistant managers as part of the project.

Preliminary analysis indicates the scheme was a successful initiative and helped women to achieve a higher position than they might have otherwise achieved, and certainly at a faster rate. The degree of progress each woman made was influenced by her own attitude, the extent to which her training suited her development needs, the support and attitudes of her managers and the extent to which she was able to integrate her training with the demands of her job.

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APPENDIX B: STATISTICAL TABLES

Table 1

Subsidiary sectors distribution of paid workforce by sex (1981)

	Women		Men	
	('000s)	%	('000s)	%
Recreational, cultural and other services	192.3	21.0	8.1	9.2
Travel	15.5	1.7	11.9	13.5
Education	288.1	31.7	5.9	6.7
Medical and other health services	166.9	18.4	22.9	26.0
Public administration, national defence	39.7	4.4	8.9	10.1
Retail distribution	28.4	3.1	3.5	3.9
Personal and domestic services	69.6	7.7	2.1	2.3
Industrial and office catering	107.7	11.9	24.7	28.0
Total	908.2	100.0	88.0	100.0

Source: Hotel and Catering Manpower in Britain 1984, Tables 7-14

Table 2

Main commercial sectors distribution of employees in employment by sex (September 1984)

	Women		Men	
	('000s)	%	('000s)	%
Restaurants, snackbars, cafes	118.9	18	72.7	20
Public houses and bars	174.7	26	76.3	22
Nightclubs and licensed clubs	91.9	14	58.1	16
Canteens and messes	85.6	13	31.1	9
Hotel trade	165.8	25	92.8	26
Other tourist etc accommodation	23.0	4	23.9	7
Total	659.9	100	354.9	100

Source: Employment Gazette, January 1985, Table 1.4

Table 3

Age structure of all women employed in hotel and catering industry (1981) (numbers in '000s)

	16-20	21-29	30-39	40-49	50-59	60-64	65+	Total
Managers	3.0	15.8	28.7	29.5	24.6	5.0	3.2	109.8
Supervisors	1.6	5.7	9.1	13.5	14.8	3.0	0.5	48.2
Craftspeople	35.1	60.4	71.4	62.2	56.2	13.5	6.7	305.5
Operatives	55.4	94.0	216.4	262.7	252.7	58.3	25.7	965.2
Total	95.1	175.9	325.6	367.9	348.3	79.8	36.1	1,428.7

Source: Hotel and Catering Manpower in Britain 1984, Table 30

APPENDIX C: WOMEN'S POSITION IN THE UK WORKFORCE

The main facts about women in paid work

- The proportion of women in paid work is now about 40 per cent.
- A substantial number of women are in part-time work. Although women hold 42 per cent of all employee jobs they hold only 30 per cent of full-time jobs.
- Women are concentrated in a narrow range of occupations: 65 per cent of women work in the professional and scientific services, other services and distribution sectors.
- Seventy per cent of women work in seven occupational groups: clerical, catering, cleaning and hairdressing, as well as professionals in health, education and welfare.
- Women are concentrated in the lower occupational rungs. Their share of management jobs is about 20 per cent, but their share of general management jobs only eight per cent.
- Today's woman will be in paid work for about 67 per cent of her potential working life.

Women	Hotel and catering workforce %	UK workforce * %
Proportion of employee jobs	77	42
Proportion of full-time jobs	63 **	30
Proportion of employee managerial jobs	46	20

* Includes hotel and catering jobs.
** Based on estimate of 90 per cent of full-time jobs in subsidiary sectors held by women and 50 per cent of those in main commercial sectors.

APPENDIX D: METHODOLOGY OF YTS CAREER SURVEY

A study of Hotel and Catering Training Board YTS trainees was launched in 1985 in order to identify how far they had progressed in the industry after finishing their training.

In each of the Board's six regions every tenth 1983/84 YTS trainee was selected and a specially designed transfer sheet completed recording names and addresses, educational qualifications, sex, age, work placement and destination on leaving or completing the YTS scheme.

The final sample achieved was 488. This represented a sample above nine per cent for all regions except the South and East.

A short, postal questionnaire was designed, mainly composed of simple closed questions to elicit as high a response rate as possible.

Excluding questionnaires returned - 'addressee gone away' - the overall response rate after two reminders was 65 per cent, varying from 51 per cent in London to 77 per cent in West and Wales.

APPENDIX E: FINDINGS OF THE IMAGE REPORT (AS THEY RELATE TO THE VIEWS OF WOMEN'S AND MEN'S EMPLOYMENT IN THE HOTEL AND CATERING INDUSTRY)

The Board's 1981 report, The Image of Hotel and Catering Work, investigated the views of jobs in the industry held by the general public, the unemployed and school-leavers. Although it did not specifically set out to investigate if women and men have different perceptions of various jobs, the results did highlight the importance of sex-stereotyping in determining job acceptability.

The survey of the general public found that the jobs most frequently associated with hotels and catering for both sexes were waiting and cooking. However the lesser known jobs revealed some sex-stereotyping, 11 per cent of men mentioned manager but only six per cent of women; four per cent of men mentioned porter and no women; nine per cent of women mentioned receptionist and only three per cent of men.

Amongst job seekers sampled from job centres and employment offices there was also a bias towards particular jobs depending on the respondent's sex. Men were more likely to associate portering with the industry while women tended to mention reception, maid or waiting jobs.

Amongst the general public, potential female job seekers were more likely than men to view hotel and catering jobs as suitable and to view different jobs within the industry as suitable. Receptionist was by far the most popular job for women (22 per cent), followed by waiting, room-maid/chambermaid and cook/chef. Only two per cent of women considered management jobs to be suitable. Potential male job seekers on the other hand were most likely to express interest in management jobs or, failing that, bar work or cookery. Cooking is the only work which was considered equally acceptable by both sexes.

Amongst unemployed job seekers women again selected receptionist (over 90 per cent), cashier and bar work as the most suitable jobs. Men tended to view barwork, or management positions favourably. The difference between men and women identifying management work as suitable was less than ten per cent. This is a much smaller difference than indicated in the general public survey and may reflect the type of women who enrol as unemployed, generally those with higher aspirations.

Amongst the general public, male respondents were more likely than women to view the worst features of hotel and catering work as long and difficult hours, dirty jobs and low wages. Women on the other hand, were more likely to view the worst features as very hard work and a propensity to be always tidying up. (This is interesting in that women are usually perceived as being concerned about hours and bad conditions.) Female school leavers were less likely to tolerate dirty or noisy conditions than their age mates however, and also tended to want a job where meeting and helping people was important.

Unemployed job seekers were asked about those factors which would make a job unsuitable. The most frequently mentioned reason was that the particular job was either men's work or women's work. Housekeeping and room maid/chambermaid were seen as women's jobs and also tended to be seen as suitable by older women.

Portering was seen by many women as a men's job and hence unsuitable. The other job which showed a tendency to be sex-stereotyped was reception.

Female school leavers tended to favour 'female jobs' and males 'male jobs'. Again, reception was not a job favoured by male respondents. Room maid, and to a smaller extent receptionist, were classified as being female jobs, porters and to a lesser extent chefs, as male jobs. The perception of porter and room maid as being suitable jobs for one sex only were very strongly held by most of the respondents.

The Image report indicates that in most sections of the population jobs within the hotel and catering industry are sex-stereotyped. Moreover the jobs seen as suitable for men by men tend to be those jobs which have usually formed the basis of upward mobility in the industry e.g. chef or managerial positions.

APPENDIX F: METHODOLOGY OF MANAGEMENT AND SUPERVISORY CAREER STUDY

Sample selection

In 1984 a sample of colleges offering hotel and catering courses leading to degrees, higher diplomas and national diplomas and NEBSS certificates and diplomas were asked to supply names and contact addresses of students completing courses in July 1984 - 945 names were provided.

Letters were sent to these students inviting them to participate in the proposed study; 564 students replied (60 per cent of the original sample): 239 degree students (64 per cent of the original sample of degree students), 275 diploma students (57 per cent of the original sample), and 50 NEBSS students (56 per cent of the original sample).

Questionnaire design

A questionnaire was designed to obtain data on educational and vocational qualifications, employment experience before and during college, job seeking, post college employment experience and long term plans.

The questionnaire was mailed in August 1985, when the majority of students would have been in the industry over a year. The initial mailing was followed with reminders in late November 1985 and early in 1986.

Response

At the time of analysis 430 questionnaires were returned, a response rate of 76 per cent. Excluding questionnaires which were returned because the correct address was not known, the response rate was 90 per cent.

APPENDIX G: SUMMARY OF 'WOMEN AND EMPLOYMENT' STUDY

The Department of Employment Women and Employment* report set out to build a picture of women's lifetime economic activity and show how this is changing over time. As part of the study information was collected on women's movements in and out of paid work, and the nature of their career breaks and reasons for leaving jobs.

The General Household Survey and Census have recorded the huge increase in the proportions of married women in paid work and the shortening of periods of absence from the labour market because of domestic reasons.

The career break

The Martin and Robert's analysis showed that the mid to late twenties was the peak childbearing age for women and this was reflected in the low rate of economic activity for women in these age groups. Thereafter activity rates rose as women in their thirties and forties returned to work as their children got older. The study also found that marital status, and the number and ages of children affected whether a women was in paid work, and whether this work was full or part-time. Having a child under five had the greatest effect on the likelihood of women not working: significantly more women worked with a child aged five to ten, than those with children under five.

By analysing the economic activity of women in set age groups at five yearly intervals since 1954, the study found that there was a pattern of high participation during the teens, a decrease in twenties and then an increase in the thirties and forties for all age groups. The data indicated that, for younger women the initial decline was smaller and that participation rates for middle aged women had been increasing in recent years. This suggests fewer women leaving paid work to have children and more returning to paid work after a break for child care.

The study also summarised the employment patterns of individual women. The findings indicated that women in their late fifties will have spent 64 per cent of their lives since leaving school in paid work by the time they reach retirement. Younger women were expected to work for 67 per cent of their potential working lives. (These figures are likely to be underestimated as they have assumed no increase in women's participation rates over the next years.)

Time spent out of paid work after having first child has decreased in recent years. The proportion of women returning to work within six months of their first birth was nine per cent for women with a first birth in 1945-49, and 17 per cent for women with a first birth in 1975-79; half of the latter group had returned to work after 3.7 years.

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* Martin J., Roberts C., Women and Employment, A Lifetime Perspective, OPCS 1984

Type of job returned to

Slightly over half of women had changed occupational level on returning to paid work after childbirth; 37 per cent had moved downwards, and 14 per cent to a higher level occupation. Downward mobility was associated with a return to part-time work, 45 per cent of those who returned to a part-time job were in a lower level occupation compared with 19 per cent of those who returned to full-time jobs. Given that most women do return to part-time work it is significant that most will move down the scale.

Reasons for leaving jobs

The study did not support the belief that women leave jobs primarily because of domestic reasons. Most often they left to get a better job, except during the family formation phase when women were more likely to leave jobs because of pregnancy and childbirth.

APPENDIX H: PROJECTS CARRIED OUT AS PART OF THE MSC/TRAINING BOARD GRADUATE DEVELOPMENT SCHEME

- To look at the problems of staff recruitment and retention in her hotel's restaurant was one personnel and training manager's project. This project was extremely successful and reduced the wage bill by seven per cent through employing experienced and trained restaurant staff, by encouraging staff exchange with other hotels in the area, and by developing a social skills training package for waiting staff.

- The executive housekeeper at another hotel developed ways of redefining the role of supervisors in housekeeping; changing them from room checkers to active managers-supervisors and so preparing them for management positions at a later date.

- The executive housekeeper at another hotel focused on marketing and developed a questionnaire for restaurant diners to complete following their meals. This was used to assist in the drawing up of new menu and service guidelines.

- A variety of projects enabled one assistant unit manager to become involved in several specialist areas of her hotel. She was able to become involved in the development of profit plans and worked with head office financial advisers. In addition the computerisation of accounting and reservation systems in her hotel offered opportunities to develop skills in the field of new technology. She was also able to assist the general manager in drawing up a detailed sales and marketing plan.

- Participation as an operations adviser on a panel of management consultants looking at the future of one company has provided another women with unique on-the-job learning experiences.

- One personnel and training manager initiated three major projects during the year. First, development of a comprehensive training and incentive package for house staff using some distance learning techniques. Second, a three month project looking at youth employment within the group and at training initiatives for school leavers in comparable organisations in Ireland, France and Germany. Third, a business trip to America looking at initiatives for school leavers, and the role of personnel in developing new ventures.